

RETURNS POLICY

At Bristan we always endeavour to offer the very best service, even when you are returning products to us! Our comprehensive returns policy has been revised to simplify the returns process.

A. How to Arrange a Return

We will accept returns, by prior agreement, up to three months after original delivery to you (see clause 5.2 of the General Terms and Conditions of Sale). After this period, returns of non-faulty product will not be accepted. All return requests must be faxed or emailed to the Returns Team stating all of the following:

- Confirmation that you have the goods on the premises
- Your account number
- Your company name & address in full
- The exact reason for return (fitted, damaged, not required etc.)
- If goods are not required, please provide your authorisation for the restock fee on the fax/email or other communication method.
- Our order no., or your purchase order number, or your dispatch note number or our invoice number
- Your reference number/debit note number
- Contact name & telephone number
- How many OUTER packages there are for collection as ALL GOODS MUST BE PACKED IN OUTER PROTECTIVE PACKAGING Do not return your product until our returns team have contacted you and supplied you with an authorised returns reference ('RMA number').

B. For Large Numbers of Returns

If you have a large number of products (to the value of £300 plus) for return, please seek authorisation from your Bristan Area Sales Manager before faxing your request to the Returns Team.

C. For Products with Missing Parts

In the unlikely event that you have received your products and parts are missing, please contact our Customer Services Department on 0330 0266273 and they will immediately send you the replacement parts free of charge.

D. For Products of Low Value (£25 or less)

In order to keep our product costs competitively priced, we cannot arrange for low value items to be collected. However, there are two ways to return these items back to us:

1. The low value items can be posted back to Bristan using our freepost reference: FREEPOST MID18461. Please make sure the product is adequately protected and is sent FAO RETURNS DEPARTMENT clearly stating the RMA reference.
2. Alternatively, we can send you a pre-paid Jiffy envelope to return small, low value items.

If the goods have not been returned within 30 days of the collection request date, the RMA (Bristan Authority Reference) will be cancelled.

E. Claims

Please note that no claim will be considered before an engineer's visit and/or product test has been arranged by us.

Our standard procedure in the case of any claim is to arrange for an engineer to assess the installation, product and any damage caused. A deferred payment (usually a credit card shadow payment that is only chargeable if the engineer's visit is deemed not to be covered by our warranty conditions) is required for this service and a payment will be levied for out of warranty customers. For full terms and conditions, please speak to one our Customer Service team' when arranging an engineer's visit.

If any work is carried out on the product without our prior written consent then the warranty offered on Bristan products will be invalidated and any subsequent claim, if successful, will be limited to our standard engineer call out rate, applicable at the time of the claim.

To arrange an engineer's visit please contact our Customer Service Department on 0330 0266273, or by email to customercare@bristan.com

F. Restocking Fees

Providing prior agreement is received from a Bristan sales representative, non-faulty product can be returned to Bristan as long as the product and product packaging are returned in a re-saleable condition, and within three months of its original delivery to you (see point A). However a re-stocking charge of 25% of the net invoice price will apply.

There is no charge for returning faulty products to us although please note, any goods returned to us as faulty will be inspected to verify the fault. If no fault is found and the products are deemed to be in good condition, we will deduct an automatic restocking fee of 25% when we credit your account. If no fault is found and the product and packaging are not in re-saleable condition, then the product will NOT be credited.

G. How Your Request is Dealt With

Your request will be inputted onto our system and you should receive a fax or email communication from us, with your collection details and our return reference (RMA). A return will only be processed upon confirmation that you have the goods on the premises, so it is important to ensure that the goods are no longer with your customer. Please ensure that the return has an outer package clearly marked with our RMA reference number.

Following receipt of your collection request, our carrier will normally collect the item/s on the next working day. However, they will not pick up any returns without a label which matches the RMA No. & number of Boxes. i.e. 1 RMA, 1 LABEL, 1 BOX. You must ensure that you always obtain a 'Proof of Collection' for your own records from the driver before he leaves your premises. The driver also carries receipt pads with them if required. There is a space on our returns forms for you to retrieve the driver's details which you can keep on file.

These procedures have been designed to ensure your returns are handled in the quickest and most efficient way. Unfortunately, if goods are refused due to these procedures not being followed, or the carriers are turned away, the RMA will be cancelled and you will need to request the collection again - this will carry an additional administration fee of £15.00 which will be deducted from the credit value.

H. Inspection upon Receipt

Upon receipt of the returns, the goods will be inspected and following authorisation, a credit note will be issued, usually within 5 working days.

I. Returns Contacts

Please contact the returns team should you require further information.

Tel: 0330 0266278
Fax: 0844 7016276
Email: returns@bristan.com