

RETURNS INSTRUCTIONS

COSTS AND CHARGES

If a part cannot be repaired and is out of the manufacturer's warranty we, where possible, will quote you for a replacement unit. If you decide that you do not wish to proceed with this offer and require your unit to be returned, at our discretion we will look to charge an investigation cost for the original unit (where testing and investigation was applicable) and the shipping cost to return it to you.

PACKAGING

To prevent transport damage please ensure that all units are shipped with sufficient packaging. We would prefer if you use the original box.

Do not add manuals, non-original cables or mounting materials to the package, **as these may not be returned to you.**



Please ensure units are packed correctly to prevent transit damage; wrap the product in a plastic bag or bubble wrap.



Packages over 25 kg must be shipped on a pallet.



We cannot accept liability for transport damage and will advise you if this occurs.