

Repairs. (Warranty & Non-Warranty)

All our products go through rigorous testing and inspection procedures and should therefore be in good working order when you receive them. Should something slip through the net and your product is faulty or it develops a fault during its lifetime, please contact our Technical Support Team on 0844 8800 785 or email technical@rgbcomms.co.uk with the part and serial numbers, together with a description of the fault. If we are unable to quickly resolve the issue, it will be logged in our SAP system, we will advise you on how we will proceed to resolve the issue.

If an item needs to be replaced or returned:

You will be given a Returns Reference No. which should be referred to in the documentation when you ship the item to us.

We will arrange a repair as quickly as we can

Please note that we do charge for repair and delivery costs where the product is out of its warranty period or if its fault is due to damage/misuse. We will quote for all such repairs and require a written order confirmation before work commences. Items quoted for but subsequently not repaired will be subject to an evaluation charge and return delivery costs. Should an item be returned for repair and subsequently no fault is found, we will make a small charge to cover the cost of inspection/test and shipping the item back.

Loans

If your customer must have a working system during the repair time, we will do our best to provide you with an equivalent loan unit.

Advance Replacements

Advance replacements will be provided based on the on the Manufacture's policy. Should your product fail within the advance replacement period, subject to agreement, we will advance replace it, based on the criteria below:

Product will be Subject to availability

For made to order items such as Lutron HomeWorks systems, we will replace the individual components

Excludes all Barco and custom-made products

An advance replacement form will be sent and needs to be signed and returned before a replacement is sent.

Upon receipt of this completed form, we will raise a new sales order (using your original order number) and despatch the new item(s) as soon as possible to the delivery address on the form. At this point an invoice will automatically be generated for the replacement item(s).

Upon receipt of the faulty goods, we will then raise a credit note (see terms) which should then be 'tied together' with the original invoice. In some cases, we may need to await manufacturers' confirmation before raising the credit.

Please note that we will supply a complete, brand new product from our warehouse, you must return the faulty item complete with all accessories, manuals and the original packaging in good order at your cost.

Any advance replacement request received after midday will be despatched the following day.

RGB are authorised to levy an appropriate re-stocking charge on the credit note if the faulty item(s) are found to be damaged in any way other than through product failure, or if the items are not returned to us within 14 days of us shipping the replacement item(s). The re-stocking fee would also include the cost of any missing / damaged accessories and / or packaging.

Please note that if the item(s) are not returned within 14 days, we will refuse to accept the item(s) for credit. Faulty items will be repaired or replaced by the manufacturer and then returned.

Items returned but show no fault will be subject to a Restocking Charge depending on condition or may be return if unsuitable for resale.

By completing and returning the advance replacement form, you accept the above terms. Goods will not be despatched until an authorised for is received by RGB Communications.

Date: 28/8/2018