



The matt:e Three Phase EVU and ARD range of connection centres are guaranteed free of manufacturing defects for a period of 1 year from the date of purchase.

THIS WARRANTY IS SPECIFIC TO UNITS PURCHASED AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL matt:e Ltd BE LIABLE FOR ANY ACCIDENTAL OR CONSEQUENTIAL DAMAGES WITH RESPECT TO THE PRODUCTS DELIVERED HERUNDER OR SUBSEQUENT USE THEREOF.

To make a claim under this Limited Warranty the original purchase invoice and must accompany any claim. What is covered: During the warranty period as specified above matt:e Ltd will replace any defective component at matt:e Ltd.'s sole discretion. What is not covered: Any labour charges, travel time charges or mileage charges associated with a warranty item. This warranty does not apply to failure of product due to alterations modifications, misuse, abuse, neglect, accident, improper maintenance or installation, use of parts not supplied by matt:e Ltd, failure to operate and use the product in accordance with the instructions provided in the Instruction Manual supplied with the product or failure to otherwise meet the manufacturers specifications or if the serial number has been removed altered or defaced.

matt:e Ltd,

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Company number: 06330437 (Registered in England and Wales)

T: 01543 227290 E: info@matt-e.co.uk W: www.matt-e.co.uk





UK EVU and ARD PRODUCT WARRANTY AND RETURNS PROCEDURE

1. To make a Warranty / Returns claim, if there is a suspected faulty unit(s), before leaving site the installer **MUST** take photographs of the device and serial number. These photographs are to be sent to "returns@matt-e.co.uk" and contact matt:e Ltd on 01543 227290 for further instruction.
2. Matt:e Ltd will send the installer / purchaser, via email, an RMA (Return Merchandise Authorisation) form with a unique RMA number. This form **MUST** be completed, signed and dated, sent back to "returns@matt-e.co.uk". When matt:e Ltd receive the completed RMA form, a replacement unit(s) will be sent to the requested delivery address.
3. The faulty unit(s) **MUST** be returned with the corresponding RMA number attached within 14 days to: matt:e Ltd, 1 Langley Brook Business Park, London Road, Middleton, Tamworth, Staffordshire B78 2BP. Failure to follow the correct procedures will result in an invoice being raised for the replacement unit(s) and charges will be incurred.
4. All units returned under these procedures are logged, fully inspected and a report of all findings sent to the customer. If it is found that any returned product(s) have been installed incorrectly, damaged or altered in any way, a full replacement charge will be incurred.
5. The Returns Procedure does not affect the Limited Warranty terms and conditions.

