



UK PRODUCT WARRANTY AND RETURNS PROCEDURE FOR THREE PHASE UNITS.

1. To make a Warranty / Returns claim, if there is a suspected faulty component(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 receive the completed RMA form, any defective component(s) will be replaced and sent to the requested delivery address. At matt:e Ltd.'s discretion, we will arrange collection of the faulty component(s) dependant on what they are.
3. If agreed with matt:e Ltd, the faulty component(s) **MUST** be ready for collection at a specified time, within 7 working days, suitably packaged to ensure no other damage can be caused on the return journey back to: matt:e Ltd, Unit 5, Common Barn Farm, Tamworth Road, Lichfield, WS14 9PX. Failure to follow the correct procedures will result in charges and an invoice will be raised for the replacement component(s) and carriage costs.
4. Where applicable, all components 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 component(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.

