



UK PRODUCT WARRANTY AND RETURNS PROCEDURE FOR THE SP-EVCP-RANGE ONLY

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 receive the completed RMA form, a replacement unit(s) will be sent to the requested delivery address and Matt:e Ltd will also arrange for the collection of the faulty unit(s).
3. The faulty unit(s) MUST be ready for collection at the agreed time, within 7 working days, suitably packaged to ensure no other damage can be caused on the return journey back to: matt:e Ltd, 1 Langley Brook Business Park, London Road, Middleton, Tamworth. Failure to follow the correct procedures will result in charges and an invoice will be raised for the replacement unit(s) and carriage costs.
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.

