



## **Returns Policy**

**Only goods purchased from Medway Security will be processed under our Returns procedure**

### **Faulty Goods**

In warranty repairs:

- Where the product is within the manufacturer's warranty period we will forward the product to the manufacturer for processing in line with the manufacturer's warranty terms.
- In order to return a product, first contact your local Medway Security Branch in order to obtain an RMA number. You will need to provide the following information: The Invoice number on which the part was originally purchased, the actual fault of the product & when the part will be available for collection.
- No exchanges or credits will be given by us unless clearly specified in the particular manufacturer's warranty terms.
- Your local Branch will have up-to-date details of particular manufacturer's terms.
- The warranty for each product will commence from the date of the our sales invoice for the product to be repaired.
- If the product is within the warranty period the Company will return them to the Manufacturer without any charge. However, if the warranty period has expired the Company will return the goods on your behalf but there will be a charge.

#### Out of warranty repairs:

- In order to return a product, first contact your local Medway Security Branch in order to obtain an RMA number. You will need to provide the following information: The Invoice number on which the part was originally purchased, the actual fault of the product & when the part will be available for collection.  
These will always be subject to an inspection charge/collection fee
- All charges made by the manufacturer for the repair, including delivery and handling charges, will be paid for by the customer
- Prior to any charges other than the inspection charge being incurred, the customer will be informed of the repair details and the charge, prior to the repair being carried out.
- Each consignment of faulty goods should have an official Order Number to cover any repair charges once a quote for the repair has been issued.

#### **Non Faulty Goods**

In order to return a product, first contact your local Medway Security Branch in order to obtain an RMA number. You will need to provide the following information: The Invoice number on which the part was originally purchased together with the reason for return.

#### **The onus of returning the product (and costs) will be with the Customer**

- Products are returned within 30 calendar days of purchase
- The products are unused and are returned
- There is no damage to either the product or packaging i.e. both in original "as new" condition
- The product is returned complete, i.e. complete with original instructions, all leads and ancillary equipment, etc.

#### **Products purchased as a special order will not be accepted for credit unless faulty within warranty**