



- ✓ Always speak to our Returns Department before returning any goods.
- ✓ Returns numbers must be issued before any goods can be returned.
- ✓ Only goods with a valid returns number included with the returns paperwork will be accepted back by us.
- ✓ Where goods are returned for credit they must be returned in the original packaging, (please do not mark this packaging in any way) and be complete, i.e. with fixing kits, installation instructions etc. Please refer to our 21 day no quibble returns policy.

## **HOW TO RETURN YOUR PRODUCT**

- ✓ Contact our Returns Department on (01604) 647555 or email [returns@advanced-access.co.uk](mailto:returns@advanced-access.co.uk) to request a returns authorisation number.
- ✓ An RMA form will be emailed. Please ensure a copy is returned with the goods.
- ✓ Package the goods in the original packaging and place in an outer package, to keep the original clean and free from damage, enclosing a copy of the RMA document.
- ✓ The goods should be returned to Advanced Access Ltd, Unit 1B, Spinney View, Stone Circle Road, Round Spinney, Northampton, NN3 8RF
- ✓ When returning the goods it is always advisable to use either registered post or a recognised courier.
- ✓ Note - Manufacturers restocking fee may apply.
- ✓ To help us serve you better, if goods are being returned as faulty, please have an idea of the fault before making contact.

# 21 Day - No Quibble Guarantee Returns Policy

## NON-FAULTY PRODUCTS



**Products will be accepted for credit only providing:**

- The items are returned within 21 calendar days of invoice
- The items remain unused
- No items or parts have been installed
- The original invoice number is required with all returns
- All items are complete with all attachments and accessories
- Products and their packaging is in original and pristine condition
- All original instructions are present
- The items were not special order or bespoke (i.e. engraving)
- Any seal if fitted is unbroken

## SPECIAL ORDERS & BESPOKE ITEMS



**Definitions of Special Orders & Bespoke Items**

- If the items are not detailed in the Advanced Access catalogue or any additional literature printed by us
- It is not normally stocked by Advanced Access and was specially sourced at the customers request
- It is a bespoke product manufactured specifically to a customers requirements i.e. stainless steel panels
- It has been modified with a company logo, specific engraving or cutouts etc
- Includes cards/fobs encoded to customers site details

## Authorisation of Special Orders

- Customers will be advised that a product is special order and a written authorisation is required in addition to normal order numbers etc
- If a verbal order is placed for special orders, Advanced Access will require written confirmation that the customer accepts our T&C's regarding special orders
- Once an order is placed customers are liable for all costs and associated charges if the order is cancelled prior to delivery
- Advanced Access is not liable to accept any charges resulting from orders cancelled by customers
- Customers paying for special order items with cash or cheque must pay 100% when ordering. Cleared funds from cheques are required before further action is taken with suppliers

## Invoicing Special Orders

- Invoices will be raised the day of despatch to the customer from Advanced Access or the manufacturer, or within 24 hours of an order being cancelled

## Return of Special Orders & Bespoke Items

- Faulty goods in this category are all that can be returned, no other reason is acceptable
- Items will be returned to manufacturers for further action
- Under no circumstances will special orders or bespoke items be credited or exchanged
- Special order and bespoke items are not covered by our 21 day No Quibble Returns Policy

## OUT OF BOX FAILURE



- They are returned in original packaging
- There is no further damage to the product than that caused by the fault
- The items are returned complete with all accessories, instructions and leads etc
- The original invoice number is required
- A full fault description must accompany the returned item
- A returns number has been issued by our technical department and must accompany the returned item - Advanced Access will forward the products directly to the manufacturer for repair or replacement under the manufacturers warranty term

## FAULTY PRODUCTS

### In Warranty Repairs



- All items must be accompanied by a detailed fault description
- A returns number issued by our technical support team and the original invoice number must accompany the goods
- Advanced Access will offer no exchanges or credits unless specified in that particular manufacturers warranty terms
- Details of manufacturers terms are available via the Returns/Technical Team
- Warranty periods start from the invoice date

### Out of Warranty Repairs



- All charges made by the manufacturer will be paid by the customer including cost of repair, delivery and handling charge - This may include an inspection charge
- Prior to any repairs, customers will be informed of any charges. If after a 5 day period there is no response to proceed, goods will be returned to the customer at a cost of £10 + VAT
- An order number is required to commit to any repairs and their charges
- Warranty periods start from the invoice date

## ANTICIPATED REPAIR TIMES



- Advanced Access will always endeavour to ensure any item is processed and resolved within a month of receipt of the goods. However where faulty goods are returned to manufacturers this can vary due to their policy and spares availability etc. Advanced Access can in no way be held accountable through the actions of the third party.



## 21 Day, No Quibble Guarantee - In Simple Terms

Less than 21 days from order



In Warranty



Product & Packaging in Good Order



No Bespoke Items

