



A trading division of Norbain Holdings Ltd

## PRODUCT RETURN POLICY & PROCEDURE

**The purpose of this document is to highlight our returns procedure policy. This should be read in conjunction with our standard terms and conditions**

### Faulty Products

Due to the technical nature of our industry all products deemed faulty will be returned to the manufacturers for evaluation, whereby it will either be replaced, repaired or credited subject to the manufacturers own returns procedure.

If the manufacturers evaluation finds "no fault found, user error or customer damage" then EU Fire and Security will be unable to replace or credit the product and extra charges may apply subject to the manufacturers own returns procedure.

EU Fire and Security will not be liable for any costs incurred due to alleged faulty equipment. (Refer to our T&C's Section 8.1 for full details).

If your faulty return is declined for any reason, we will send you an electronic document explaining the reasons, this will also include the manufacturers report, if provided. These goods can then either be destroyed upon your request or returned to you via your own costs/transport. If no instruction has been received within 30 days EU Fire & Security reserve the right to dispose of the goods on your behalf.

### Non-Faulty Stock Product Returns

It is not our policy to offer products on a sale or return basis, but we do understand that there are occasions when you may wish to return standard stock products to us.

To be considered for return and credit, all non-faulty stock products must be unused, in their original packaging and complete with all accessories.

An administration fee will be levied on all non-faulty stock returns at the following rates:-

- » Up to 30 days from date of invoice: **25%**
- » Up to 60 days from date of invoice: **35%**
- » 60 days + from date of invoice: **non-returnable**

### Non Stock and Special Order Products

Non stock and special order products are non-returnable as standard and can only be returned at the discretion of the relevant manufacturer, please contact [returns@eufireandsecurity.com](mailto:returns@eufireandsecurity.com) for details.

Non stock products are defined as products that do not form part our extensive stock holding and have been ordered in at the customers request to fulfil their order requirements.

### How to Return

A returns number must be obtained prior to returning anything to EU Fire and Security.

To obtain a returns number please email your request to [returns@eufireandsecurity.com](mailto:returns@eufireandsecurity.com) – providing the following :-

- » Details of the item/s you would like to return
- » The reason for return – if faulty, details of the fault must be provided
- » The invoice number or your purchase order number

Once processed and accepted a returns number will be issued which will be valid for 30 days.

### Return all goods by carrier as per the returns label

**Returns Dept, EU Fire & Security, Units 2-4, The Pavilions, Bridgefold Road, Rochdale OL11 5BY**

Please ensure you obtain a proof of delivery as this may be required.  
Any goods sent to us without a returns label attached will be rejected by our warehouse.

**By requesting a returns number, you are acknowledging and accepting these terms and conditions.**