Returns T&C's

1) Even though our returns Portal does not make Fields mandatory you do need to input all information that we ask for on the returns portal, please see some examples below:

- **Selecting the product:** its important that you select the correct information from the drop down menu at the top of the page.

- **Serial Number:** The most important one… even if you are sending back a part we do need the serial number from the original unit if this is not supplied then delays will be expected and you will most likely need to provide this at some point to proceed with the return
- **Technical Support Number:** Before sending anything back you will need to contact the technical support line for further troubleshooting on your product as 9 times out of 10 your fault can be fixed while troubleshooting with technical. on the rare occasions that technical believe the product to be faulty you will be issues with a TSN (Technical Support Number) *Please note that this is not the Returns Number*
- **Picture:** A picture must be supplied of the product you are sending back – failure to do so will result in Delays or the item being sent back to you.
- **Selecting a Return Option:** you will have 4 options to choose from all of which are self-explanatory:
  Return for Credit (ive Received an Advance replacement) Only if you have received the part from your Distributor
  Return for Credit (I no longer need the product)
  Return for Repair (out of warranty – Costs will apply)
  Return for Repair (Under warranty – Costs May Apply) costs will apply if damage caused by outside sources we will normally notify you if we need to repair at a cost

- **Distributor name and Phone number:** if you are the installer you need to provide us with the information of the distributor you purchased this from, if you are the distributor place your own info in this field.
- **RMA Numbers:** when the return is is logged on our portal you will be issued with an RMA Number this needs to be sent along with the return. Failure to do so will result in Delays.

1) When sending your system back you do need to supply the RMA (Return merchandise authorization) Number and TSN (Technical Support Number) This File Can Be found on our website in the *Returns Tab*