

DVS Returns Policy Terms and Conditions.

Please read carefully.

Warranty

The standard warranty of the products sold by DVS LTD is as follows unless otherwise specified in writing:

-As Per Manufacturers Warranty

The warranty covers failure of equipment due to design/manufacturing faults and does not cover any defect arising from mishandling, incorrect installation or any improper use of the product. Any damage, modifying of cables or opening of sealed units will invalidate any warranty.

21 Day No Quibble Returns

DVS operate a 21 day no quibble guarantee, which is the return of goods within 21 days from date of invoice. We will issue a full credit, as long as the goods are in as sold new condition with all leads, connectors, manuals and accessories. If the goods are not in perfect condition credit will not be given. Carriage will not be credited on 21 day no quibble returns.

Obtaining a Returns Number

Prior to obtaining a returns number you must first contact the Sales/Technical Department on 02920 455512 (South) or 01706 716800 (North) to discuss the fault and confirm the product is to be returned for further testing.

You will then be put through to the Returns Department and asked to provide the following information:

- Company and contact name;
- Part number of the product(s) to be returned;
- Quantity ;
- Serial number;
- Detailed description of the problem;
- Invoice number relating to the return.

Our Returns Department will then send you a returns form detailing the returns number and product(s) authorised to be returned.

Returns Numbers are only valid for 14 days. Returns Numbers older than 14 days will need to be revalidated by contacting the Returns Department.

Returning the product

After obtaining your Returns Number you must arrange the return of the product(s) to the following address:

DVS LTD
Unit K6 Southpoint Industrial Estate
Foreshore Road
Cardiff
CF10 4SP
United Kingdom

All returned items must be packed carefully to avoid damage during transit and supplied with all original leads, connectors, manuals and accessories. If possible, please use the original packaging. Any items received damaged in transit or in an unsatisfactory condition will not be covered under warranty.

Please note that DVS Ltd will not be liable for any loss or damage incurred during transit.

All products must be accompanied by the returns form with a valid Returns Number. The returns form must be securely affixed to the top of the box the goods are being returned in.

Any goods received without a returns form attached will not be processed.

Processing the returned item

The Returns Number does not guarantee that you will receive warranty service, replacement, or that credit will be approved.

After the faulty equipment has been tested, we will at our discretion, repair or replace with the same, or a product with equivalent specifications, or fully/part refund the value of the product.

If the product is outside the warranty period or returned damaged, a repair or replacement can be supplied for an agreed charge.

If the product is returned in an unsatisfactory condition it may be subject to a handling charge of £10 or deemed to invalidate the terms of the warranty.

Any item returned to us and found to have no defect will be subject to an inspection and handling charge of £10 in addition to any delivery charges.

Advanced Replacement

An advanced replacement can also be requested. Up to 28 Days after the date of invoice. We will not accept advance replacement requests after 28 days, the unit will then be handled as a warranty repair. To request an advance replacement you will have to place an order for the replacement product and follow the procedure explained previously to return the faulty item. You will be invoiced for the advanced replacement.

After the returned product has been tested and if the fault is agreed, a credit note will be raised.

DVS LTD aims to provide a prompt and efficient service with excellent customer support and it is our intention to process all returns within five days from date of receipt of goods for your continued customer satisfaction.

