

# Altecnic Returns Policy

Altecnic will accept back product purchased within the last 12 months and will issue a credit at the invoiced or lowest price paid during this period, in accordance with the below.

## How to arrange the return of items no longer required

- Request Return Authorisation by emailing [customerservice@altecnic.co.uk](mailto:customerservice@altecnic.co.uk) quoting your purchase order number/invoice number.
- Provide details of the product(s) and quantity of each, along with a brief reason for return.
- Our Customer Services team will provide you with a copy of the Return Authorisation which includes the returns address.
- All high value returns (>£250) are subject to authorisation from your Area Sales Manager.
- All returns are subject to a restocking fee – 20% of the nett value if you arrange the return / 25% of the nett value if we arrange collection of the item.\*
- If you wish to add or change the Return Authorisation, please contact Customer Services for authorisation. Any products received without authorisation will not be accepted and will be disposed of.
- Products purchased through a promotion offer or that are bespoke cannot be returned.

*\*Applicable to UK Mainland only. Areas outside the UK Mainland may be subject to additional minimum restocking charges.*

## Conditions

The return of any goods is conditioned upon:

- Obtaining a Return Authorisation from Customer Services before goods are returned.
- Products must arrive undamaged and in a resalable condition.

Open, worn or marked packaging (including references or transportation labels) will be charged re-packaging fees unless agreed in advance. If a product requires re-packaging a charge of up to £5 per item will be deducted.

## How to arrange the return of faulty items

In the unlikely event of a product failure we will warranty items in accordance with the following conditions.

Faulty items will only be accepted back within 12 months from the date of purchase or 18 months from the date of manufacture.\*

All returns are tested and if we determine that the item displays no manufacturing fault then we will write to inform you to request collection at your cost or for the product to be disposed of.

Manufacturing faults are deemed to be faults that were present at the time of manufacture, and we will not warranty a fault which arises from poor installation, lack of adequate maintenance, or misuse.

- Request return authorisation by emailing [customerservice@altecnic.co.uk](mailto:customerservice@altecnic.co.uk) quoting your purchase order number/invoice number. Please provide a description of the fault, part code and quantity to return. Our Technical Team will contact you to discuss the fault and authorise the return.
- Our Customer Services team will provide you with a copy of the Return Authorisation.
- If you wish to add or change the Return Authorisation, please contact Customer Services for authorisation. Any products received without authorisation will not be accepted and will be disposed of.
- We endeavour to test all returned items within 14 working days of arrival and a credit issued if deemed faulty.
- We reserve the right to deduct any transportation costs incurred from any Goodwill return.

\* Note that our range of Caleffi Pressure Reducing Valves (Range 533, 535, 536), Caleffi Thermostatic Mixing Valves (Range 5213 & 5219) and Reflex vessels are supplied with a 5 year warranty from date of manufacture. In addition our HIUs are supplied with a 2 year warranty from date of dispatch. For information on where to find the date of manufacture please contact Customer Service.