

# Returns Policy Terms and Conditions.

*Please read carefully.*

All Warranty or Returns issues are dealt with by the **Technical Support Department**, available by telephone in English, Mon-Fri, 8am to 6pm, on +44 (0) 1254 302492, or alternatively by email in any language at [technicalsupport@securityml.co.uk](mailto:technicalsupport@securityml.co.uk).

## Warranty

The standard warranty of the products sold by Security Manufacturing Ltd is as follows unless otherwise specified in writing:

- LCD monitors: **12 months from date of invoice.**
- Cameras including bullet cameras, mini domes, box cameras, vandal resistant cameras and ATM cameras: **24 months from date of invoice.**

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.**

## Obtaining a Returns Number

In order to obtain a returns number you must first contact the Technical Support Department to discuss the fault and confirm the product is to be returned for further testing.

It will be necessary for you 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;

You will then be sent 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 Technical Support Department.

## Returning the product

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

Technical Support Department  
Security Manufacturing Limited  
Falcon Court  
Petre Road  
Clayton-Le-Moors  
Accrington  
Lancashire  
BB5 5JZ – UK

You are responsible for your own shipping cost to send any product back.

All returned items must be packed carefully to avoid damage during transit and supplied with **all original leads, connectors 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 Security Manufacturing Limited 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, and the Returns Number clearly indicated on the outside of the packaging.

We will not accept any return without a valid returns number.

## 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 and 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. In this case 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.**

*Security Manufacturing Limited 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.*