

Returns Policy & Warranty Conditions

30-month warranty

All products from the Beninca Group that are purchased from Beninca Automation UK Ltd, are covered by a 30-month warranty from the date of installation. Beninca Group products consist of the following brands, Beninca, RISE, CAB, Hi Motions and MyOne. This applies only if the date of installation is recorded with Beninca Automation UK Ltd using the online form (www.benincauk.co.uk/warranty).

If the installation is not registered, the 30-month period is valid from the date of invoice, or the date stamped on the manufacturing label on the product. Products supplied from other manufacturers, such as intercoms or other safety devices, may have their own warranty conditions, dictated by the manufacturer of the product. This alternative warranty period and warranty conditions is passed onto the buyer from Beninca Automation UK Ltd.

Returns will not be accepted unless previously agreed with Beninca Automation UK Ltd and a returns number has been issued.

Our warranty is a 'back to base' warranty. If goods are suspected to be faulty within the warranty period, you must first contact our technical department. Our technical department will offer initial fault finding and diagnostic procedures over the telephone for you as the installer to carry out on site. If after the technical call has been completed and the item is still suspected to be faulty you must apply for a returns number. You can do this online by visiting; www.benincauk.co.uk/returns-request, or by calling our sales office on 01488 658 276.

You will be asked to provide proof of purchase from Beninca Automation UK Ltd by supplying the information below. Once this information has been provided you will be issued with a returns number. Please note we are unable to issue a returns number without this information.

- Your trade account reference
- Contact name
- Email address
- Company name
- Telephone number
- Date of original installation (if known)
- Product description
- Related invoice number
- Date of invoice
- Reason for return
- Anticipated outcome from return
- Other notes where necessary

Reason for return

If you are returning a suspected faulty item, you must supply full details of the reported fault as well as any specific diagnostics that have already been carried out. All items returned to us undergo an extensive assessment by experienced technicians. Detailed information supplied by you prior to tests being carried out will significantly reduce the processing time for your return.

Returns numbers are valid for 30 days from date of issue. You must return the goods to:

Beninca Automation UK Ltd

Unit 4 Nexus Park
Plenty Close
Newbury
Berkshire
RG14 5RL

We are unable to accept any goods returned to Beninca Automation UK without a returns number clearly labelled on the product.

Goods received without a pre-authorised returns number will not be assessed and may be sent back to sender with courier charges applied as an invoiceable item.

If you require assistance with the return of the goods, please contact our sales office on 01488 658 276. We may be able to arrange a third-party courier to collect the item from you.

Other reasons accepted for return outside of a suspected warranty failure are:

- Order inputted or item dispatched incorrectly by Beninca Automation UK Ltd.
- Goods damaged by third party courier or in transit, see further details below.

Notice of any loss or damage whilst goods were in transit

Boxes dispatched from Beninca Automation UK Ltd are clearly marked with a red label indicating that you must open and check all boxes and bags immediately. Any damaged boxes must be signed for as 'damaged' or the delivery should be refused. You have 72 hours from receipt of order to notify us of any loss or damage to the goods whilst in transit. Notice given after that 72-hour period will not be accepted.

Re-stocking fees & charges

Where items have been ordered incorrectly or are 'no longer required', Beninca Automation UK Ltd will only accept such returned items, if all of the following conditions are met (re-stocking charges apply);

- The products have not been installed and are clearly labelled with a returns number issued by Beninca Automation UK Ltd.
- The products are returned as complete items, as sold, unopened with the packaging intact.
- All packaging is as new and would be deemed to be in a resaleable condition. No marks, labels or writing is present on the product packaging.

Re-stocking charges apply to all items returned that are 'no longer required' or incorrectly ordered. The amount charged is subject to the condition of the goods received at Beninca Automation UK Ltd but is a minimum of 10% of the value of the product from the original invoice. We reserve the right to apply a higher re-stocking fee which can be as high as 50% of the value of the product.

Higher re-stocking fees are negotiable only with management of Beninca Automation UK Ltd. If the buyer is against the re-stocking fee and refuses to agree the costs the items will be shipped back to the customer, with added courier costs a chargeable item and the original invoice will remain outstanding if unpaid at the time.

Advance replacement goods

We can issue you with an advance replacement product if/when you return an item to us with a returns number. All items dispatched in advance will be invoiced at the standard rate and charged as per your account terms Beninca Automation UK Ltd.

Customers who do not hold a credit account facility with us will be required to pay for the new invoice in full for the advance replacement. This invoice will include the carriage charges incurred in transporting the advance replacement product to you.

Upon receipt of the returned item with the correct information and relevant returns number, the item will be thoroughly tested by our technicians and a test report written. If the item is agreed to be faulty under the warranty conditions, then a full refund will be processed for the advance replacement that was sent, inclusive of the carriage charges.

If the test procedure is carried out on your returned item and no fault is found, the advance replacement that you have been charged for, will remain outstanding, legally binding in accordance with our standard trading terms.

The returned item that has now been deemed to have no fault found can be dispatched back to you, with all related carriage costs a chargeable item. The test procedure is free of charge. From the date of test and communication with the buyer regarding the outcome, the goods will be stored by Beninca Automation UK Ltd for a maximum of 30 days. After 30 days the item is likely to be scrapped.

Important: An advance replacement is issued, based solely on the information that you, the customer have provided, and does not identify or confirm any fault on the original item. A product fault can only be officially diagnosed by a Beninca technician in person and not over the telephone. Despite an advance replacement, the fault may be due to issues that are outside of warranty conditions such as incorrect installation, damage during installation or unintentional damage during operation.

Warranty conditions

Important warranty conditions that you must be aware of:

- Any bespoke item where we have specifically designed or altered a product to your requirements, upon your request will not be credited under any circumstance other than that the item is proved to be faulty. This is inclusive of bespoke intercom systems or engraved or marked products.
- The following issues are not covered by any warranty, under any circumstances:
 - Water ingress
 - Incorrect replacement fuse value
 - Slugs, snails or insect damage
 - Power surge damage or incorrect voltage
 - Third party damage, for example, evidence that the product has been misused such as the gate being forced open or closed
 - Manufacturing date stamp on the product is not within 30 months and no warranty registration has been submitted for this product.

Repairs and reconditioned goods

When an item is received and tested, we can carry out repairs on several products. Some items are classified as irreparable in the UK, based on the type of goods or the value of the product. If the item is a specialist product, a repair may need to be carried out at our headquarters in Italy. If the value of a new replacement product outweighs the potential cost of repair, inclusive of labour, then the item will be classified as irreparable.

If we can carry out a repair, we will inform you of the details and costs involved before we proceed with the repair. We stock a small number of reconditioned items that are offered as a repaired product. The value of any reconditioned product will be determined on a case-by-case basis and due to the variable nature and external condition, cannot be included in any published price list.

All repaired or reconditioned products are covered by a new 6-month warranty from the date of dispatch or invoice unless otherwise stated by management of Beninca Automation UK Ltd.

We are unable to repair any products more than five years old from the date of manufacture.

Exceptions

Any deviations, exceptions or additional clauses to these standard conditions must be agreed in writing in advance by both parties. In these instances, please include a copy of the relevant correspondence with your return.

Useful contact numbers and references

Beninca Automation UK Ltd | Technical Department

T: 01488 658 276. This is not a premium rate telephone line.

E: returns@beninca.co.uk

Sales & Administration

E: sales@beninca.co.uk

All our warranty conditions and terms and conditions of trading are available to download from our website; www.benincauk.co.uk/warranty.

A copy of our return's procedure is printed and available on the reverse of all our delivery notes and often sent prior to purchase with quotations.