

Introduction

Returns Policy

At Thermoscreens we understand the importance of offering and delivering a high quality, level of service to you our customers.

Our aim therefore is to ensure that the products you purchase are received on time, in perfect working order/condition and are delivered to the correct address.

You will appreciate, however, that at times problems do occur and the purpose of this document is to outline how we will deal with such events in an efficient and timely manner in order to ensure customer's satisfaction.

Chris Collins

Sales Manager

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1. Damaged Goods

As part of our service we ensure that all products are packaged and delivered to the highest standards to minimise any damage being sustained to them during transit. Please note that ideally all goods should be unpacked and checked before they are signed for. Effectively by signing for them you are confirming that they have been received in perfect working order and condition. A signed POD (Proof of Delivery) deems Thermoscreens exempt of any responsibility from the goods thereafter.

All damages must be reported within 24 hours of delivery.

Should you find that product(s) have been delivered damaged, we will arrange for replacement product at the earliest availability. We will also arrange for collection of the damaged product(s).

To arrange collection of the damaged item(s) and order replacement product(s) please contact the Sales Team on 02476 38 46 46.

An email will be sent to you with the Return Number when you request to return a product to us.

Returns Number (RTN) must be recorded clearly on the outer packaging of the damaged item – please do not write on the product or inner packaging. Once the damaged item has been returned to Thermoscreens, a credit will then be issued.

Please note items without the above RTN number clearly visible on the outside of the package will not be accepted.

2. Faulty Goods

Where there may appear to be a fault with one of our products we would ask in all instances that you please contact our Service Team on 024 7638 4646 Option 2.

Service Team will log your details and try to ascertain via discussion with you, if the product is faulty or whether there is a problem with the installation.

Subject to completion of the above replacement item(s) will be issued and collection of the faulty product arranged. When the item is to be returned, a Return number (RTN) number must be clearly marked on the packaging and it will be provided by our Sales Team by email.

Important: Thermoscreens must be able to arrange collection of the faulty product within 5 working days of the issue being notified to us. Failure to assist us in working to these deadlines will result in Thermoscreens declining any further or additional support with the reported issue.

Furthermore, we will be unable to consider any requests for credit without the returned product. Once the product is returned, we will test the returned items within 10 working days and produce a report that will detail the testing conducted versus the issue as detailed in the non-conformance report.

Should the conclusion indicate that the product supplied was faulty we will arrange all credits within 10-15 working days depending on the product.

Thermoscreens cannot accept back items that have been returned without a Return number (RTN). Thermoscreens is unable to provide replacements for items returned to us without a valid reference number and will not be able to provide any credits for such items.

3. Goods no longer required /incorrectly ordered by customer

If goods are no longer required or have been ordered incorrectly and they have already been delivered, then these will be accepted back by Thermoscreens subject to the following:

- The goods to be returned are reported to Thermoscreens within 3 calendar months of delivery of those Goods, all transport and other re-delivery costs of whatever nature are paid by the Customer.
- A return number (RTN number) has been allocated by our Sales Team.
- The goods and packaging are in perfect working order/condition and in our view, are suitable for resale.
- Please note items without the RTN number clearly visible on the outside of the package will not be accepted.
- The request to return must be received via email sales@thermoscreens.com
- The goods are to be returned by yourselves at your expense to:

Thermoscreens Ltd.
St Mary's Road
Nuneaton
Warwickshire
CV11 5A

- Our restocking charge will be a minimum of 25%, and dependent on the condition of the units once it has been returned and inspected. Returned goods shall be accompanied by a written record of invoice number, date and a note of reasons for their return.

- The units must be returned within 3 calendar months of their original despatch date and via your own carrier. Once a RTN number has been issued, all goods must reach us within 14 days of the date of the RTN being issued. If goods are not returned within this period, the RTN will be cancelled automatically.

Please note should the goods be found not to be in a saleable condition upon their return to Thermoscreens, we will be unable to issue the necessary credit and we will arrange return of the item(s) to you at your expense. Return Shipping Charges will not be refunded.

4. Cancelled Orders

Orders not dispatched, may be cancelled subject to the Company agreeing to the request in writing, provided that any request of cancellation is received at least 3 days prior to shipment.

Stock items excludes painted or down rated units.

If a cancellation request is received within 3 days of the intended shipment date then a restocking charge (minimum of 25% of invoice value) will be payable by the customer. See process "Goods no longer required by Customer".

5. Missing Items / Incorrect Quantities

Should you find upon receipt of your order that there are goods that have:

- Not been included or Insufficient quantity

Then you need to inform the Sales Team within 48 days of the delivery date, we will then arrange for your order to be fulfilled.

6. Incorrect Product Delivered by Thermoscreens

In the event of an incorrect product has been delivered please contact the Sales Team on 02476 38 4646 within 14 days of the delivery date.

Sales Team will log details of your order and arrange for a Returns Number to be issued to you. Assuming that the error is Thermoscreens and the goods are still of a saleable condition, we will despatch the correct goods to you and arrange for collection of the incorrect product.

In order to try and minimise these issues **we strongly recommend that you take time to study our order confirmations**. These clearly highlight the goods ordered, delivery dates, delivery addresses. We always send order confirmations by email unless requested otherwise. After 48 Hours, we understand that you accept the details on the order confirmation provided to you.

If you are not currently receiving confirmations please contact our Sales Team at sales@thermoscreens.com and they will arrange for confirmations to be sent to you electronically.

7. Special Items (Painted units or down rated units)

These are made specifically for you, therefore the product is not subject to the return policy.

There is no facility for you to cancel these orders.

All electric units can be down rated in the factory before the units are dispatched. If the unit is ordered without specifying any kind of down rating, you can convert the unit on site, but this will invalidate the warranty. Any conversion needs to be done at the factory at the time of the order or by a recognised Thermoscreens technician. Please specify at the time of the order what you want us to down rate the unit to.

8. Invoice Queries

Should you have a query relating to an invoice this needs to be raised with our Sales team within 10 days of the invoice being raised.