



UK EVU and ARD PRODUCT WARRANTY AND RETURNS PROCEDURE

1. To make a Warranty / Returns claim, if there is a suspected faulty unit(s), before leaving site the installer **MUST** take photographs of the device and serial number. These photographs are to be sent to "returns@matt-e.co.uk" and contact matt:e Ltd on 01543 227290 for further instruction.
2. Matt:e Ltd will send the installer / purchaser, via email, an RMA (Return Merchandise Authorisation) form with a unique RMA number. This form **MUST** be completed, signed and dated, sent back to "returns@matt-e.co.uk". When matt:e Ltd receive the completed RMA form, a replacement unit(s) will be sent to the requested delivery address.
3. The faulty unit(s) **MUST** be returned with the corresponding RMA number attached within 14 days to: matt:e Ltd, 1 Langley Brook Business Park, London Road, Middleton, Tamworth, Staffordshire B78 2BP. Failure to follow the correct procedures will result in an invoice being raised for the replacement unit(s) and charges will be incurred.
4. All units returned under these procedures are logged, fully inspected and a report of all findings sent to the customer. If it is found that any returned product(s) have been installed incorrectly, damaged or altered in any way, a full replacement charge will be incurred.
5. The Returns Procedure does not affect the Limited Warranty terms and conditions.

