

Trelawny Returns Policy & Procedure

DOCUMENT No. Q:87/1

Version 1

Date: November 2020

Trelawny Quality and Warranty.

Trelawny SPT is an ISO 9001 certified business operating the highest level of quality inspection and quality management on our products. In the event of any concerns relating to the faulty material, workmanship or inferior design see our Standards Terms and Condition of sale. Our products carry a 12-month warranty with electric motors being 6 months from the date of purchase from Trelawny SPT.

If you are buying the Trelawny product through a third-party distributor, please check the warranty period offered by the distributor before making a purchase. We request that the distributor is advised of any returns related issues BEFORE contacting Trelawny SPT directly.

A copy of our Standard Terms and Conditions of Sale are available at: <https://trelawnyspt.com/home/terms-and-conditions/>

Warranty Procedure:

In the event of a failure of the product through faulty material, workmanship, or inferior design go to the following web site pages to log your warranty concern.

- <https://trelawnyspt.com/air-powered-tools/>
- <https://trelawnyspt.com/electric-powered-tools/>
- <https://trelawnyspt.com/petrol-powered-tools/>

Once completed a designated representative from Trelawny SPT or third-party distributor will be in contact to discuss the circumstances of your concern. Where necessary, Trelawny SPT will organise the collection of your product. The goods may be returned at Trelawny's expense. Trelawny will not consider any request for warranty until a form as above has been completed satisfactorily

Upon return of the goods, an inspection of the product will be undertaken by our multi-skilled technicians and a technical report provided on the machine within 14 days.

If the warranty request is upheld a credit for the machine and delivery cost will be provided to the customer in full or a repair may be offered. The product being returned to the customer at Trelawny's expense.

If the warranty claim is not upheld the customer will be charged for the delivery, investigation time and will be liable for any repair costs to return the machine to an operating condition, if damage has been caused by the customer/end user*. Consent and a Purchase Order will be sought from the customer prior to any repair work taking place. Redelivery will be charged to the customer where applicable.

***Always refer to the operating manual before use**

Warranty will not be considered for any product over 12 months from the date of purchase from Trelawny. (See repair request in this instance). Use of non-genuine spares in maintenance procedures voids the warranty. Use of non-genuine consumable parts is not recommended and may result in a voided warranty claim if damage is resulting.

VAT No. GB831868896

Registered in England No.4943839

Registered Office: Trelawny SPT Ltd, Trelawny House, 13 Highdown Road, Sydenham Industrial Estate, Leamington Spa, Warwickshire, CV31 1XT, United Kingdom

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Returns & Exchanges.

Delivery Inspection:

Trelawny SPT recommend that all delivered articles must be inspected upon delivery within 3 days of arrival.

Damage in Transit:

If the goods have been damaged or parts are missing upon delivery you must advise your third party distributor, or Trelawny SPT directly within 3 days in order that a complaint can be made to the courier company. Failure to act within this time frame will diminish our ability to support your claim. All claims are considered at management discretion on a claim by claim basis.

Return Material:

If you are not 100% satisfied with your Trelawny product and the product is unused and in its original packaging we will accept a return by written authorisation and with a completed QCR (Quality Concern report) document in advance of the return. The cost of returning a product will be the responsibility of the customer.

The QCR form is available from your Trelawny representative upon request.

We will NOT accept the return and refund of any product without the prior completion of the QCR form.

Every product returned will be subject to an evaluation pertaining to its condition and suitability to restock. Subject to the goods being approved for return a credit for the original machine value will be returned with an additional restocking fee where applicable at management discretion. Delivery costs will not be refunded.

In the event of the goods being returned failing our evaluations and damage being evident, either by intent (example: customer name and coding), use or by accident Trelawny retain the right not to refund the value of the machine. At which point charges may be levied on the customer for administration, inspection and where necessary the machine to be repaired back to its original condition. In the event the machine is unsaleable the full charge of the product will be upheld against the purchaser. Under these circumstances the cost for delivery will be borne solely by the customer.

Trelawny SPT will not under any circumstance accept the return of a product that has been used, damaged, defaced or modified in any way. Including OEM customer products.

Repair Request:

If the product is outside of warranty, or void of warranty a request to repair the machine may be made to your Trelawny representative. They will guide you through the process of returning the machine and the quotation of works required to bring the machine back up to operating condition. At which point a Purchase Order will be required for the completion and of the works order including the return of the machine to the customer.

Deviation from this Policy & Procedure Document:

If commercial terms are agreed with a customer in writing in advance of a business transaction that deviate from this text the bespoke agreement will take precedence. The document having first been signed by an authorised officer of Trelawny SPT.

Commitment to Fair and Equitable Practice:

Trelawny SPT and its affiliates are committed to the long-term growth with our customers and global partners. We will endeavour to provide excellent service and support for the good of all parties at our complete discretion on a case by case basis.

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Trelawny SPT: Returns and Warranty Frequently Asked Questions Answered.

FAQ:

What should I do if I have a product I want to return?

Contact the company you purchased the product/machine from and advise them of the potential return. They will advise you on the steps to take. This may result in direct contact from a Trelawny SPT representative to assist in the request.

How do I make a Warranty claim if I bought the product from a distributor / chandler?

Only if the product is within its warranty period. Contact the company you purchased the machine from and advise them of the potential return. They will advise you on the steps to take. This may result in direct contact from a Trelawny SPT representative to assist in the claim.

Who will provide the credit for my returned goods?

If you bought your product directly from Trelawny, the credit would come from Trelawny. If via another party, the credit will come from them.

How do I know if the machine has been damaged or it is a warranty claim?

Contact your local Trelawny representative and they will guide you through an evaluation of the problem. In most cases it is possible to determine the origin of the problem by technical investigation either on site or by returning the goods. (Note return of the goods may incur cost). TIP: Completing the warranty claim form may help determine the nature of the problem.!

My product is outside its warranty period, but it is broken, what should I do?

Contact the company you purchased the product/machine from and advise them of the fault. They will advise you on the steps to take. This may result in direct contact from a Trelawny SPT representative to assist in the request.

A replacement part may be available, and/or a repair undertaken. However, if the machine/product is beyond economic repair a new alternative may be offered.

I have used the machine for a purpose that the machine is not intended, and it has broken. Can I return it?

No, the machine is guaranteed against the conditions as described in the operations manual. If the product or machine is used for any purpose other than this the warranty is void. (If there is no manual with the machine go to our website www.Trelawny.co.uk to find an electronic copy before use).

I have permanently marked my serial reference number into the product, does this stop me from returning it under warranty?

No, this does not prevent a return as a repair of any identified problem could result in the return of the product to your ownership. However, if the machine is not faulty or damage has occurred, then charges will be levied for the repair and return of the goods. You cannot return a Trelawny product to our stock if it has been damaged / defaced.

I have serviced my Trelawny Products with non-genuine parts, how does this affect my warranty or product return potential?

Trelawny advise against the use of non-genuine spares and consumables as any damage to the machine resulting from their use will not be covered under warranty.