

Impact Products (Europe) Plc

Service Department
Unit 5, Redbourne Park, Liliput Road
Northampton, NN4 7DT
Tel. 01604 664565
Email: service@impact-products-co.uk



Returns Policy

Obtaining a Returns Number

To return an item please complete the Returns Form available from our website www.impact-products.co.uk. Once complete, email service@impact-products-co.uk or telephone 01604 664565, to obtain your returns number. Your return should then be made within 15 days, or your authorisation will expire.

We receive a large numbers of deliveries every day, should we receive an item without a valid Returns Number, a charge of £25+VAT will apply to cover additional handling costs. This charge requires settlement within 30 days. Failure to do so may result in Impact Products (Europe) Ltd disposing of the unit as we feel necessary.

Warranty Repair

For all items that develop a fault during the warranty period, we will endeavour to repair and return the item to you within 15 working days, unless the item is referred to the manufacturer where this may take longer.

Please note that all returns are sent back to Impact Products at the customers cost. Carriage costs incurred as a result of referring the unit to the manufacturer or sending out a replacement unit will be the responsibility of Impact Products.

DOA / Advance Replacement

Items found to be faulty within 7 days are DOA. Please contact us to obtain a returns number. Any faulty unit will then be assessed by our engineers as a matter of priority. If the unit is confirmed faulty, a replacement unit (subject to availability) will be sent out on a next day service. The returned item needs to be in new condition, complete with all accessories and in its original packaging. A restocking charge of 25% may apply if the product or packaging is marked or damaged.

We may, at our discretion, agree to an Advance Replacement. This will be invoiced to your account and we will credit this upon receipt of the original unit provided it is found to be faulty. If the unit is not found to be faulty, we reserve the right to charge a re-stocking fee dependent on the condition of the unit, its accessories and the box. If you do not agree with this, do not ask for an advance replacement.

Out of Warranty Repairs

Upon receiving an item it will be booked onto our system against the returns number given to you previously. The item will then be assessed by our service engineers or referred to the manufacturer for diagnostics. You will then be contacted with a quote for the works required and an estimated turnaround time. To cover costs of this service, if the quotation is refused an inspection charge of £30.00 + £7.70 carriage + VAT will apply.

Product Warranty

We work closely with our suppliers and manufacturer's to provide feedback on products and monitor quality issues. Warranty terms are for guidance only and are subject to change without notice. Please contact the service department on 01604 664565 who will be happy to advise you of the warranty conditions for your item.

Tracking a Return

If at any point you wish to track the status of your return, please contact our service department quoting your returns number.

If you require any further information, please contact the service department who will be happy to help you with your enquiry.