

Impact Products (Europe) Plc

Service Department

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CUSTOMER SERVICE – WE ARE HERE TO HELP YOU.

We work very hard to ensure you receive high quality, reliable products that meet your requirements. However, we do recognise that there are occasions when a product doesn't perform as expected and may need some attention. To make those occasions as simple and straightforward as possible, we have a dedicated team of customer service personnel who will be pleased to assist you.

Your first step – contact us!

Our team want to hear from you as soon as you have identified an issue or you have a question. They will assist you in determining how to resolve your issue - and if appropriate, will issue you with a returns authorisation number (**RAN**). It is very important that you clearly mark your returned item with this RAN, so our goods inwards team can pass it to customer service without delay. To contact customer service, please email service@impact-products.co.uk at any time or call us directly during business hours on **01604 664565**.

Has your item arrived damaged, or is it not the item you expected?

We carefully select our carriers for their quality of service and the care they take when delivering your items. This is especially true when we use our own drivers and vehicles. In the unlikely event you have a damaged item, please contact us without delay. Our warehouse systems are designed to minimise the possibility of an incorrect item being sent out, but on rare occasions this does happen. Again, please get in touch without delay as all claims for missing, incorrect or damaged items must be received within 24 hrs of delivery.

Is your product covered by a Warranty?

All products (excluding consumables) supplied are covered by a one year warranty, unless stated otherwise (i.e. ex display or graded items). Some products benefit from a longer warranty directly with the manufacturer, please refer to the product documentation for details where this applies.

If you wish to return anything under warranty, please contact customer service to obtain a RAN before sending it. The RAN must be clearly marked on the outside of the packaging and we must also receive a full fault description and any checks you have made to confirm the fault. Please remember, it is your responsibility to adequately pack, ship and insure the item when returning it to us. We cannot accept liability of your product until it is booked into our warehouse. Any item received by our warehouse without a RAN will be delayed and may incur a charge of £25+ vat to cover additional handling costs.

If we confirm the item is faulty and within warranty terms, we will choose to repair, replace, or credit, that item. In the event that we cannot replicate the fault we will arrange to return the item to you. There may be a charge to cover testing and return shipping costs. When we send an item to you, we will pack, ship and insure your item.

Has your item not worked shortly after you received it?

Items found to be faulty within 7 days from the date of purchase from us are considered to be dead on arrival. To minimise any inconvenience to you and your customers, you do not have to wait for the item to be repaired and returned. In most cases we can arrange for a chargeable advance replacement, which will be credited when the product is returned and fault confirmed. The faulty item must be returned immediately, in its original packaging, with a full description of the problem. Do not mark or write on the product or its packaging. If no actual fault is found, or the product has been mistreated or incorrectly installed, we will return it to you and no credit will be raised.

Do you want us to repair your item after the warranty has expired?

We can offer support for items outside their warranty period, however these will be subject an inspection fee. Please contact Customer Service (as above) for details of the charges that would apply.

Would you like to return an unwanted item?

Should you wish to return a product because you ordered incorrectly or it is no longer required, it may be possible for us to accept the item back into stock. If we do agree to accept the item, we will need to recover our handling, shipping and insurance costs, along with any inspection and administration costs. This sum will vary depending upon the product. The exact fee will be advised before you return the item and is typically between 15% -35% of the original item cost.

Any returned items must be unused, in perfect condition, returned to us within 28 days of the purchase date and complete with all accessories, handbooks etc. It should be protected with proper packaging and clearly marked with the RAN on the outside of the shipping carton. The product packaging must arrive with us unmarked and undamaged. Regrettably we cannot accept returns of specially ordered items, 'non stock' items or items that have been modified or adjusted in any way.

Where is my returned product?

Please contact Customer Services, quoting your RAN, for the status of your return or any other assistance you may need.

We are here to help – just ask!

We are here to help you with any question you may have. It may be advice on how to use an item, how to install an item or to obtain a specification. Whatever you need, please get in touch. To contact customer service, please email service@impact-products.co.uk at any time or call us directly during business hours on **01604 664565**.