

### Warranty

The standard warranty of the products sold by DVS LTD is as follows unless otherwise specified in writing:

- As Per Manufacturer's Warranty
- In House Repairs 3 Month Warranty

The warranty covers failure of equipment due to design / manufacturing faults and does not cover any defect arising from mishandling, incorrect installation or any improper use of the product. Any damage, modifying of cables or opening of sealed units will invalidate any warranty.

### 28 Day No Quibble Returns

DVS Operates a 28 day no quibble guarantee, which is the return of goods from date of invoice. We will issue a full credit, as long as the goods are as sold new condition with all leads, connectors, manuals and accessories. If the goods are not in perfect condition credit will not be given. Carriage will not be credited on 28 day no quibble returns.

### Obtaining a Returns Number

Prior to obtaining a returns number you must first contact the Technical Department on 02920 455512 to discuss the fault and confirm the product is to be returned for further testing.

Subject to this the Returns Department will then issue you with a returns number and will ask you to provide the following information:

- Part number of the product(s) to be returned;
- Quantity;
- Serial number;
- Invoice number relating to the return

Our Returns Department will then send you a returns form for you to complete in full and to be returned with the product(s). Please ensure that all details are completed to allow for prompt processing of your return.

Returns Numbers are only valid for 14 days. Returns Numbers older than 14 days will need to be revalidated by contacting the Returns Department.

### Returning the product

After obtaining your Returns Number and on completion of your returns form you must arrange the return of the product(s) to the following address:

DVS LTD  
Unit 3, Neptune Point,  
Vanguard Way,  
Cardiff.  
CF24 5PG  
United Kingdom

Please email all returns requests to [returns@dvs.co.uk](mailto:returns@dvs.co.uk)

All returned items must be packed carefully to avoid damage during transit and supplied with all original leads, connectors, manuals and accessories. If possible please use the original packaging. Any items received damaged in transit or in an unsatisfactory condition will not be covered under warranty.

Please note that DVS Ltd will not be liable for any loss or damage incurred during transit.

All products returned must be accompanied by the returns form and a valid Returns Number. The returns form must be securely affixed to the top of the box the goods are being returned in.

Any goods received without a returns form attached will not be processed.

### Processing the returned item

The Returns Number does not guarantee that you will receive warranty service repair, replacement, or that credit will be approved.

After the faulty equipment has been tested, we will at our discretion, repair or replace with the same, or a product with equivalent specifications, or fully/part refund the value of the product.

If the product is outside the warranty period or is returned damaged, a repair or replacement can be supplied for an agreed charge.

If the product is returned in an unsatisfactory condition it may be subject to a handling charge of 20% and/or be deemed to invalidate the terms of the warranty.

Any item returned to us and found to have no defect will be subject to an inspection and handling charge of £25 and will be returned to the customer. Delivery costs to be borne by the customer.

Special order and customised products are deemed non-returnable. At our discretion, in exceptional circumstances, we may allow a return of such items subject to a restocking charge of 20%.

### Advanced Replacement

An advanced replacement can also be requested up to 3 Months after the date of invoice. We will not accept advance replacement requests after 3 months; the unit will then be handled as a warranty repair. To request an advance replacement you will have to place an order for the replacement product and follow the procedure explained previously to return the faulty item. You will be invoiced for the advanced replacement.

**After the returned product has been tested and if the fault is agreed a credit note will be raised, no fault found products will be returned to the customer and not credited**