

TEV Returns Policy

Unwanted Goods

- a) No returns will be accepted without the correct returns' paperwork completed in full including detailed nature of the return.
- b) TEV may accept unwanted goods within 14 days provided they are boxed in the original packaging, in perfect condition and have not been used. Customers shall arrange return transport and pay for any associated costs.
- c) All returned items will be fully inspected by our technical engineers within 48 hours of receipt of goods.
- d) If goods are returned and are not of satisfactory standard then TEV reserve the right to decline the return.
- e) If the return is not fit for standard re-sale, then the customer will be subject to an increased restocking charge, including cost of any remedial works required.
- f) All finished product returns will be subject to a restocking / administration charge of 25% for Marstair product and 100% for Quartz product due the bespoke manufacture of each unit.
- g) All kit or spare part component returns shall also be subject to a 100% restocking / administration charge.
- h) In addition, a TEV collection charge where applicable, will be applied to any final credit raised.
- i) All returned goods will be subject to respective weight charges which will be met by the customer in advance. Customers must arrange for return transport of goods.

Faulty Goods

- a) Customers must ensure that they have spoken directly to our technical services team in order to diagnose any potential issue, prior to any return being accepted.
- b) No returns will be accepted without the correct returns' paperwork completed in full including detailed nature of the fault.
- c) No Marstair outdoor unit returns will be accepted until a site installation/commissioning sheet has been provided to us with the necessary details to determine if the installation or charge levels has caused the product to fail.
- d) Following engineering inspection, should any returned product be deemed faulty as a result of component failure or assembly build, TEV will honor a credit against any incurred carriage costs based upon proof of carrier invoice receipt.

- e) In certain circumstances component parts and not finished product may also be required back for testing which will be the responsibility of the customer to arrange the return back to TEV Limited.
- f) All returned goods will be subject to respective weight charges which will be met by the customer in advance. Customers must arrange for return transport of goods.

Damaged on Arrival

- g) If you notice that goods are damaged upon receipt, please refuse delivery from the carrier and do not sign any documentation
- h) If you find that goods are damaged after they have been unloaded or unpacked, it is essential for your claim to be valid that you obtain photographic evidence at this point. Following which, please contact the respective departments: Internal Sales Team (Marstair) Projects Team (Quartz) immediately and advise on any specific damage
- i) Any alleged damage or discrepancy must be reported within 3 working days of delivery requesting goods returns Items within 10 days of invoice date only
- j) For returns outside 10 days of invoice Please contact your respective sales office via the following switchboard number: 01484 405 600