

**Returns Policy**

Brecknell warrants its products to be free from defects in material and workmanship for a period of one (1) year from date of shipment unless otherwise stated on product brochure. Any product found to be defective within this time period may be returned to point of purchase, freight prepaid, with prior return authorization for repair or replacement at no charge. Freight collect items will be refused.

Brecknell’s liability under this warranty is limited to the repair or replacement of the defective product and in no event shall Brecknell be liable for consequential or indirect damages to equipment or personnel. Nor shall Brecknell be liable for damages to equipment or personal injury caused by misuse, overload, accidental damage, alteration, improper installation or unauthorized opening of the equipment. Under no circumstances will Brecknell be responsible for any indirect or consequential damages due to errors in weighing or failure of a Brecknell product to perform properly.

This warranty is in lieu of all other warranties, express or implied. This warranty constitutes Brecknell’s exclusive warranty. There are no other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose.

**Faulty Products – Warranty:**

• As a responsible manufacturer we will take back without contention and at our cost product that is alleged to be faulty within the stated warranty period. You must ensure that product identified as a ‘warranty’ return has the correct warranty identification label fully completed and attached clearly identifying our quoted Fault Returns Department (FRD) number, obtained from the Brecknell Customer Sales Support Team.

• Return the goods to Brecknell within 2 weeks of the date the return value was agreed and/or your credit note was raised.

• Upon receipt, our engineers will test and inspect the product. If no fault is found, or it is established that the fault has undoubtedly been caused by the misapplication or installation of the product, we will return the product to the distributor without issuing credit.

• Full details of our Warranty Policy are available upon request.

• All warranty return forms must be completed online, via our Brecknell website.

• Warranty time from date of sale is 12 months + 3 months to cover logistics and storage.

• Batteries and consumables are not covered.

*If you have any queries, want to discuss this Returns policy further please contact the Brecknell Customer Sales Support Team in the first instance.*

**Actions that could result in a stop on supplies:**

The return process is a costly exercise for both parties, and we ask that the above guidelines are respected. A ‘stop on supplies’ could be imposed if you:

• Returning items without prior discussion or agreement with the Brecknell Customer Sales Support Team

• Create a debit note for an unauthorised return.

• Issue a debit note in advance of your warranty return being authorised.

**We will not accept warranty returns for any:**

• Brecknell product that has been adapted or specially manufactured.

• Equipment that has had repairs or modifications not authorized by Brecknell which in Brecknell judgement has affected the performance or reliability.

• Product that is greater than 1 years old from the date of purchase, unless complying with exceptions on the Brecknell QR35 Doc.

• Equipment that has been subjected to misuse, negligence handling, impact, improper installation, misapplication, damaged due to lightning, high voltage, corrosion, accident, damaged by fire, water, submersion, or act of God.

• Equipment that has had serial numbers or date codes altered, defaced or removed.

Brecknell reserves the right to change or amend this policy at any time without prior notification.