

## Returns Policy

### Products

All products can be returned within 14 days of delivery, providing that:

- the product is not damaged, unused and unopened.
- the product is returned in the same condition as it was sent out

Note: If the product has been signed for and is later found to be damaged then the liability lies with the customer.

If the product being returned is due to a purchasing error, and or an administrative error then the delivery charges will still apply for the delivery and collection within the 14-day period.

The 14-day period does not apply to specialist items that are custom made.

The customer will receive a credit note for the full value of the original order providing that the item(s) is returned within the terms mentioned in the returns policy.

### Restocking Fees

Any product returned within the 14-day period will not incur re-stocking charges (unless it is a specialist item) but the delivery and collection of the products will be chargeable. This is on the condition that the product is in good condition and is unopened.

Any product up to 3kVA can be returned within 28days but a 25% restocking fee will apply after the first 14day period.

Any product between 4-20kVA single phase can be returned within 28days but a 30% restocking fee will apply after the initial 14day period.

Any product over 20kVA can be returned within 28days but a 40%restocking fee will apply after the initial 14day period.

Any three phase products can only be returned within the first 14day period, a restocking fee can be agreed with senior management up to the 28day period, subject to written approval and confirmation.

Specialist products or made to order products cannot be returned, unless agreed by a Secure Power employee. If a return of a specialist item is agreed, then a minimum of 50% restocking fee will apply.

## Faulty Products

All products deemed to be faulty will undergo the manufacturers scrutiny and standard checks, if the item is faulty then a replacement unit will be offered free of charge. The faulty item will be collected at no additional cost to the customer.

Secure Power will not offer a refund if:

- the item was declared faulty before the sale and customer agreed to buy a faulty item
- the customer has caused further damage to the product by attempting a repair, or a third party has attempted a repair on the customers behalf and caused damage to the product
- If the item is trying to be returned after the returns policy terms

## Assumptions and Exclusions

- All products are labelled with the returns reference, obtained from a Secure Power representative
- Any items waiting for collection must be stored in a dry area with no potential damage to the product
- The return period starts from the delivery date
- Failure to notify Secure Power within the first 28days of a faulty product may result in a refusal to replace to item
- If an employee of Secure Power agrees terms different to the terms set set out in the returns policy then the customer must provide written confirmation before the terms can be enforced, these terms must also be approved by senior management.