



Repairs Policy – A guide to Returns and Repairs

1. General

The requirements of the law concerning faulty materials or workmanship shall be met.

All Products shall be supplied with a two-year guarantee. The guarantee will apply in addition to and will not seek to replace any legal requirements.

2. Within Guarantee Period

Products returned in good condition during the guarantee period that are found to be faulty, excluding faults detailed in section 4 below, will be repaired or replaced at Dycon Power Solution Ltd.'s discretion at no charge.

3. Outside Guarantee Period

Products returned in good condition after the guarantee period has expired that are found to be faulty or obsolete, excluding faults detailed in Section 4 below, will be repaired or replaced at Dycon Power Solutions Ltd.'s discretion. 50% of the current cost of a new product will apply to products up to 2 years after the warranty expires. After this time, faulty products will be replaced at full cost to the customer.

4. Exceptions

Products returned as faulty both within and after the guarantee period has expired that are found to have suffered damage due to lightning or have suffered deliberate damage will be replaced at 100% of new product cost. Dycon Power Solution Ltd. will dispose of the faulty unit(s) unless the customer requests otherwise in writing at the time of the product's return to Dycon Power Solutions Ltd.

Products returned as faulty both within and after the guarantee period has expired that are found to be in full working order will be returned unchanged to the customer and a charge will be levied. This charge will be £50 or the purchase price where the purchase price is less than £50.

5. Replacement Procedure

The packing and carriage charges for products in warranty returned from Dycon Power Solutions Ltd. to customers will be waived.

Components used during repair or replacement will meet or surpass requirements the test requirements of a similar current new product.

Where a faulty unit is replaced, the replacement unit will be a new or remanufactured product of the same type or a product of similar performance where a product of the original type is unavailable.

Units returned as faulty will be processed and despatched within 30 working days wherever possible a report will be sent to the customer detailing the fault diagnosis, action and charges for every return.