

TITLE Customer Returns and Warranty (Notes to Customer)

1 Purpose

- 1.1 To provide customers with a clear and effective returns/repairs procedure

2 Responsibility

- 2.1 The Repair Centre Manager is responsible at all times for the customer returns procedure. Queries or problems should be addressed to him directly.

3 Scope

- 3.1 **This procedure includes all aspects of customer returns.**

4 Procedure

- 4.1 The customer should contact Kaba Ltd by telephone or email (contact details below) and advise that they wish to make a potential return.
- 4.2 Once agreed, the customer will be issued with a returns number (RMA Number). This number will authorise the return as well as providing a reference for all future correspondence. It is therefore important that this number is recorded on all related documentation and quoted when contacting Kaba Ltd. Returns numbers are valid for 30 days. If the goods are not returned within this time, a new authorisation number will have to be requested.
- 4.3 After the initial contact and where a RMA number is issued, all communication should be directed to the Repair Centre quoting the relevant RMA number.
- 4.4 In exceptional circumstances it may be that a return is not considered acceptable in which case the customer will be advised and a RMA number will not be issued. Customers who do not accept this assessment will be immediately referred to the Repair Centre Manager.
- 4.5 Our written quotes are valid for 30 days from date of issue. If authorisation for repair is not received within this time, the goods will be returned unrepared.
- 4.6 A valid purchase order number or other valid authorisation must be supplied before a return is authorised and RMA number given. This applies even in the event that the repair is claimed under warranty. In this respect the customer agrees that should the warranty claim be disallowed then the repair will be charged in line with current pricing. However the customer will be advised of potential costs before any work is carried out.
- 4.7 Details of Warranty terms are given in Kaba Ltd. standard Terms and Conditions or as otherwise specified.
- 4.8 A Warranty claim if considered valid will be either repaired or replaced at the discretion of Kaba Ltd. Requests for the credit of an item will not normally be accepted, but in any case will not be considered unless the item is returned entirely complete and with its original packaging.
- 4.9 Charges will normally be a fixed minimum cost plus parts. However should the repair costs exceed the value of the item, Kaba Ltd reserves the right to return the item un-repaired or substitute it with a repaired item of similar value and condition.
- 4.10 Where an item is claimed faulty under warranty a free of charge replacement item will not normally be sent to the customer unless Kaba Ltd has had sight of and inspected the faulty item and so determined to issue a replacement. Where a customer requests a replacement outside of the set procedure then this must be paid for and any refund due will be credited after inspection of the returned item.

- 4.11 All Items returned must be properly and suitably packaged to prevent damage and must show the RMA number externally.
- 4.12 To speed up the repair time and keep repair costs to a minimum, clear details of the complaint or fault or reason for return must accompany each repair along with any combinations or keys or other accessory items which may be necessary to fully test the item.
- 4.13 Goods returned for credit are subject to a handling fee and can only be accepted if unused and in their original undamaged packaging. Kaba Ltd reserves the right to decline any goods not meeting these criteria and return them to the customer.

4.14 Unauthorised Returns

- 4.14.1 Items returned without an authorised RMA number will not be accepted within the Returns Procedure and Kaba Ltd reserves the right to immediately return the goods to the customer at their cost. Items that have no indication of the sender will be deemed to be Kaba Limited's property and disposed of at its discretion.

4.15 Dispute

- 4.15.1 In the event of a dispute or need of clarification of this procedure matters should be referred to the Quality Manager of Kaba Ltd who will at all times endeavour to resolve the matter to the customer satisfaction.

4.16 Terms and Conditions

- 4.16.1 Kaba Ltd's Standard Terms and Conditions of sale as detailed on quotations, order acknowledgments and/or invoices shall apply. A copy can be supplied upon request. Particular attention is drawn to Warranty Clauses 7.1 & 7.3 and Liability Clause 9.1 which are reproduced here for the avoidance of doubt.**

Kaba Terms and conditions clause:-

7.1 *"The Company warrants that the Goods shall be manufactured and supplied in accordance with any description contained in the Company's specifications (subject to clause 7.8.) and warrants them against defects in design materials and workmanship which become apparent and are notified in writing by the Buyer to the Company within the Warranty Period.*

7.3 *"The Company's obligation under this warranty is limited to repairing or (at its option) replacing any Goods (or parts thereof) which are delivered with or develop such defects under normal and proper use."*

9.1 *"The Company shall not be liable to the Buyer (whether under the law of contract or tort in any other way whatever) for loss of profit income goodwill or other economic loss, or any loss arising from any claim against the Buyer by any third party, or any consequential or indirect loss damage or expense of any kind however caused or arising".*



5 Contact Details

Main Switchboard	0870 000 5625	info@kaba.co.uk
Repair Centre	0870 609 0275	repairs@kaba.co.uk
Hospitality/Hotel Locks	0870 850 7789	hotels@kaba.co.uk
Unican Pushbutton Locks	0870 609 0270	unican@kaba.co.uk
Safelocks	0870 609 0271	safelocks@kaba.co.uk
Data Collection – Kaba Benzing	0870 609 0267	benzing@kaba.co.uk
Integrated Systems – Electronic Access Control	0870 609 0268	systems@kaba.co.uk