



Alert-iT Care Alarms  
Atherstone House  
The Sidings  
Merry Lees Industrial Estate  
Leicester LE9 9FE  
Admin: 01530239900

changes to our repair process from 1<sup>st</sup> September 2017

At Alert-iT, we take our repair service very seriously. We appreciate that you rely upon our technology. Therefore we have reviewed the process and charges to deliver the very best after-sales care.

We request that you register your Alert-iT products with our support team. You can do this either by calling us on 01530 239900, or by visiting us online at [www.alert-it.co.uk/registration/](http://www.alert-it.co.uk/registration/). Once you have done this, we will email you your Support Registration Number (SRN number).

### **Warranty Repairs**

If you feel that the fault which has occurred falls under the scope of the product's warranty, then please call us. When calling, please have your Service Registration Number (SRN) ready to give to our Customer Support Team. We will then email you a repair code (called a 'SID' number) along with our terms and conditions. Please accept these terms and conditions by replying to our email before you return the items, as we can only begin the work on repairing your item upon receiving your acceptance. We ask that when posting your item, you write the SID number clearly on the outside of the package. When the repair arrives at Alert-iT, we will send you an email to confirm that we have received it.

Please note that all warranty repairs will be prioritised.

Once we have repaired, cleaned and fully tested your goods, we will email you a repair job sheet. This will notify you that the work is complete together with the proposed despatch date. For future reference, the repair will be logged against the serial number on our database.

If identified on investigation that the reported warranty repair is not covered under the warranty agreement, the repair will be classed as none warranty and the customer will be charged according to the none warranty repairs process.

If we discover that the repair is not covered by the warranty upon investigation, we will send you an email with photographic evidence and a description of the issue alongside a quote for the repair. If you choose not to proceed with the repair, then

the item will be re packaged ready for collection. If you would like us to return your item, we will request payment for the shipping charges before it is despatched.

### **Non-warranty Repairs**

If you have a repair which is not covered by the warranty, please call us. Please have your SRN number available to give to our Customer Support Team. In order to return the faulty equipment, we will require a purchase order number or card payment to cover the £35 fee. The charge includes the administration fees, an investigation of the fault, a complete clean, a test and a full service as well as the return postage. We can also give advice on the fixed cost of the repair if we find the device to be faulty. Please note that there will be no extra charge if there is no fault to be found.

Once we have received your payment, you will receive an email containing a repair code (SID number) along with our terms and conditions. We ask that you write this number clearly on the outside of the package when you return your items. Once we have received the goods, we will email you to confirm our receipt of the faulty item. When we have identified the fault, we will then email you with a description of the fault found as well as a confirmation of the cost of repair. If you choose not to have the item repaired, we will return the item back to you and if you do choose to have the item repaired, we will require an order number or payment to cover the repair value before the repair is carried out and completed.

Once the goods are repaired, cleaned and fully tested, we will email to you a repair job sheet notifying you that the work has been completed. We will also send you a proposed despatch date. The repair will be logged against the products serial number on our database for future reference.

Yours Faithfully,

A handwritten signature in black ink, appearing to read 'Tony Bullars', written in a cursive style.

Tony Bullars

Sales Director