



JTL SYSTEMS LTD
RETURNS PROCEDURE

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WARRANTY REPLACEMENT, GOLDSTAR EXCHANGE & NON-WARRANTY EXCHANGE SERVICES

JTL Systems provide services for the replacement or exchange of goods.

Our Warranty period is 12 months from commissioning or 18 months from delivery, whichever occurs first. Our warranty cover is for parts replacement and standard next day carriage only and does not include site labour.

'New' goods which are returned for credit will be subject to a minimum 20% handling charge or £20 whichever is the greater.

To qualify as new the parts must be in their original packaging, which must be unopened, and returned within 8 weeks.

In the case of damage, deductions from any credit due will be made accordingly.

For all goods requiring replacement under our Warranty Replacement or Exchange Service, ***we require the barcoded serial number*** from the faulty unit, to enable us to establish warranty status and clarify product type.

Failure to provide a serial number may result in our only being able to offer a part under our Goldstar Exchange Service.

All goods despatched under our Warranty Replacement and Goldstar Replacement services will be new.

Where standard next day overnight carriage is stated this refers to the UK mainland only.

All goods **must be returned** on a **JTL returns authorisation number** this must be **clearly written on the outside of the parcel** or on any accompanying paperwork. Failure to provide the JTL Returns Authorisation number may result in delivery being refused or credit being withheld.

GOODS COVERED BY WARRANTY

As a service to our customers, we will accept goods supplied by JTL under warranty from installation and maintenance contractors in the UK, who may not have purchased the goods directly from us.

To prove warranty status of any product when placing a Warranty replacement order, it is necessary to **quote the serial number**. In the case of goods without serial numbers, such as cables and displays, the **JW No should be quoted**.

Claims under Warranty without provision of the barcoded serial number or JW No. will only be validated when the goods are returned to JTL.

ADVANCE WARRANTY REPLACEMENTS

JTL Systems provide an advance replacement service for items covered by Warranty which carry a barcoded serial number.

We will make all possible efforts to despatch by overnight carrier, standard next day service (excluding Saturdays, Sundays, holidays etc.) any parts ordered by **3.00 pm**.

All orders for Advance Replacement Parts should be processed by telephone **BEFORE** any items are returned to JTL Systems Ltd. We **require the barcoded serial number** on the faulty part to be quoted **at the time of order** to clarify product type and warranty status. All Warranty Returns must be returned under a **JTL Returns Authorisation Number**.

For all replacements we require an official order number. An invoice will be issued for the full value of the goods despatched including carriage. Full credit, including standard UK next day overnight carriage, will be issued after inspection of the goods unless the returned goods are not covered by our Warranty Terms. Any carriage surcharges for special deliveries eg., timed, courier etc are payable by the customer.

All goods requiring credit should be returned to JTL **within 4 weeks** of receiving the replacement part. If goods are not returned within this time, full credit may not be given.

Items covered by the Advance Replacement service:

UNINSTALLED GOODS

All equipment found to be damaged or faulty on receipt will be replaced by new parts.

INSTALLED GOODS

All JTL controllers & monitors will be replaced by new or equivalent age parts.

Computers) The goods will be replaced by goods of equivalent age and function.
Modems)

All other products can be returned for replacement (or repair at JTL's discretion) under a JTL authorisation number.

GOODS NOT COVERED BY WARRANTY

GOLDSTAR EXCHANGE SERVICE

This service provides customers with a new part on a "like for like" basis for many JTL manufactured parts.

Under this service, customers will receive credit on parts¹ returned ***within 4 weeks*** of a replacement being ordered, regardless of the status of the faulty part. If goods are not returned within this time, credit may not be given.

Under this service, credit may also be given for those parts returned but for which no barcode was provided at the time of placing the order. All serial numbers for such parts are validated at time of receipt by JTL.

We will make all possible efforts to despatch by overnight carrier, standard next day service (excluding Saturdays, Sundays, holidays etc.) any parts ordered by **3.00 pm**.

All orders for Goldstar Replacement Parts should be processed by telephone BEFORE any items are returned to JTL Systems Ltd. All Goldstar returns must be returned under a **JTL Returns Authorisation Number** .

For all replacement parts we require an official order number. An invoice will be issued for the full value of the goods despatched including carriage. Credit will be issued on receipt of the goods.

Any carriage surcharges for special deliveries, eg., timed, courier etc are payable by the customer.

¹ Goods which are on the Goldstar parts listing only.

NON-WARRANTY EXCHANGE

JTL Systems operate an exchange service for many goods up to 5 years of age **with a barcode**. Goods will be exchanged on a fixed price basis.

The goods covered by this service are:

All JTL controllers & monitors
Computer base units
Courier Modems

The goods will be replaced by goods of equivalent function and will be no more than 4 years old.

For all goods requiring exchange under the Non-warranty exchange service, we require the **barcoded serial number** of the faulty part to be quoted at the time of order to clarify product type and warranty status. All Non-warranty exchange returns must be returned under a **JTL Returns Authorisation Number**.

All goods requiring credit should be returned to JTL *within 4 weeks* of ordering the replacement part. If goods are not returned within this time, credit may not be given.

An invoice will be issued for the full list price including carriage. Upon receipt and inspection of the old unit, a credit will be issued less the exchange cost unless the goods are not covered by the terms applicable to all services.

Goods supplied under the JTL Exchange service carry a warranty of 6 months from the date of shipment.

Any carriage surcharges for special deliveries eg., timed, courier etc are payable by the customer.

TERMS APPLICABLE TO ALL SERVICES

1. Our warranty cover is for parts replacement and carriage only and does not include site labour.
2. Goods returned without the appropriate Authorisation number will not be processed and may be returned to the customer.

Please ensure that the Returns Authorisation number is written clearly on any paperwork sent with the goods and on the outside of the parcel.

3. Items which have been subjected to physical damage are not eligible for credit under our Advance Warranty Replacement and Non-Warranty Exchange services.

Physical damage includes:

| | |
|---|-------------------------------------------------------------|
| È | Damage by rodents |
| È | Circuits electrically overloaded or subject to over-voltage |
| È | Smashed or broken components |
| È | Damage in transit ** |

4. All items must be covered by an official order number.
5. **Packaging - the majority of JTL products are supplied in simple cardboard sleeve packaging for storage and protection whilst handling. This packaging is **NOT** adequate for sending goods via carriers or the Royal Mail. Please ensure that all goods are packed in suitable protective packaging for transport.
6. Because of problems with proof of delivery, JTL Systems are unable to deliver to home addresses.
7. All goods sent to installations will be sent by carrier, which may result in extra cost.
8. All goods requiring credit must be returned to JTL within 4 weeks of receiving the replacement part. If goods are not returned within this time, credit may not be given.

SPECIAL NOTES**A. Computer Base Units**

These must be despatched in packaging specifically designed for computers.

B. Computer Monitors and Keyboards

Computer monitors and keyboards are irreparable.

C. Controllers subjected to over voltage

JTL are unable to offer standard or warranty replacements for units which have been subjected to over voltage, in particular on the low voltage connections.

Some JTL replacement schemes are based on refurbishment and reutilisation of returned units. In the case of units which have been subjected to over voltage, it is not possible to assess the extent of the damage caused and we are therefore unable to guarantee their future performance. These units can often be repaired but without guarantee. We advise that these units are scrapped.

D. Temperature sensors

Most sensors connected to JTL controllers have not been supplied by JTL Systems Ltd. We are therefore only able to offer warranty on these items when proof of purchase from JTL Systems can be supplied. If sensors were not supplied by JTL then they should be returned to the refrigeration equipment supplier.

E. Pressure Transducers

Most transducers which fail have been physically damaged and are therefore not covered by our warranty terms. As these items cannot be repaired or sold again, we will not advance replace them unless they have been damaged in transit and are still in their original packing.

The transducers subject to a warranty claim must be returned to us for examination. If replacements are required then new ones must be purchased prior to the credit claim being pursued. If this is unacceptable, the item should be returned to the manufacturer who supplied the equipment containing the transducers.

F. Displays and cables

We do not normally advance replace these items. This is because most of the items that fail have been physically damaged and are therefore not covered by our warranty terms.

As these items cannot be economically repaired or sold again, we will not advance replace them unless they have been damaged in transit and are still in their original packaging.

Displays and cables subject to a warranty claim must be returned to us for examination. If replacements are required then new ones must be purchased prior to the credit claim being pursued. If this is unacceptable, the item should be returned to the manufacturer who supplied the equipment containing the displays and cables.