

## 1. General Information

- 1.1. Returns Request forms can be accessed from [www.cqr.co.uk/returns](http://www.cqr.co.uk/returns)
- 1.2. CQR will not process a return without a RMA number and associated Returns Request form. CQR reserve the right to dispose of product held without the necessary paperwork after 30 days
- 1.3. The warranty period on all CQR products is 27 months from the date of manufacture
- 1.4. CQR undertake to repair, return or replace any product returned under this policy within 3 weeks of receipt at its premises

## 2. Faulty Returns within the Warranty Period

- 2.1. The customer is required to return the product at their own risk and suitably packaged. The product must be returned in its entirety
- 2.2. Faulty returns must be accompanied by an adequate fault report
- 2.3. CQR reserve the right to repair, replace or credit faulty product at its discretion on a line-by-line basis
- 2.4. CQR is under no liability in respect of any defect arising from failure to install the product in accordance with the instructions provided with the product, fair wear and tear, wilful damage, negligence, abnormal working conditions, or alterations or repair of the product without the seller's approval
- 2.5. Product faults arising must be proved by the buyer to have arisen solely from faulty design of materials or workmanship
- 2.6. Products found not to be faulty will either be returned to the customer at the customer's expense and arrangement or disposed accordingly at CQR premises depending on the customer's requested action
- 2.7. The customer is liable for any other costs from the warranty claim should the product found to be not faulty including additional carriage costs and labour charges



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# Returns Policy 2022

## 3. Faulty Returns outside of the Warranty Period.

- 3.1. The customer is required to return the product at their own risk and suitably packaged. The product must be returned in its entirety
- 3.2. All faulty returns must be accompanied by an adequate fault report
- 3.3. Faulty products outside of the warranty period will be assessed for repair. A quote for the repair will be sent to the customer for their agreement
- 3.4. Each consignment of faulty goods will be allocated an order number once the repair quote has been accepted
- 3.5. The customer is responsible for the collection of any products that have been repaired at their expense
- 3.6. Products deemed to be beyond repair will either be returned to the customer at their expense or disposed of appropriately at CQR premises depending on the customer's instruction

## 4. Stock Return

- 4.1. The customer is required to return the product(s) at their own risk and suitably packaged. The product must be returned in its entirety
- 4.2. The product(s) must be returned in its original packaging
- 4.3. The product and/or its original packaging must not be damaged
- 4.4. If the product and/or its original packaging is damaged it shall be returned to the customer
- 4.5. The product shall have at least 15 months warranty remaining
- 4.6. Product found to have less than 15 months of warranty remaining will be returned to the customer
- 4.7. A handling charge of 25% will be charged for any product(s) returned
- 4.8. All product returns **MUST** be authorised by a CQR Security Area Sales Manager

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