

A guide to our UK Customer Services & Returns Policy.



All together.

MAYFLEX



Introduction,

At **Mayflex** we understand the importance of delivering the highest quality level of service to you - our customers.

Our aim is to ensure that the products you purchase are received on time, in perfect working order/condition and are delivered to the correct address.

You will appreciate, however, that at times problems do occur. The purpose of this document is to outline how we will deal with such events in an efficient and timely manner in order to ensure yours and your customer's satisfaction.

Please note that when the procedures outlined in this document are followed, we will make the following commitment to you:

- + We will supply replacement products to you as soon as possible, thus ensuring there is minimum disruption to your installation.
- + We will arrange and collect items* for return, via confirmation with you, within 72 hours† of the return request being logged with our Customer Services Department.

Martin Eccleston
Commercial Manager

Key Contacts

Customer Services Team

Tel. 0800 093 1202 **Fax.** 0121 327 1537 **Email.** customerservice@mayflex.com

Technical Support Team

Tel. 0800 093 1202 **Fax.** 0121 327 1537 **Email.** TechnicalS@mayflex.com

* Where cabinets have been ordered incorrectly it will be the responsibility of the customer to arrange carriage for its return. Mayflex will credit your account upon satisfactory inspection of the returned goods.

† Should the collection fail on the agreed date, Mayflex will charge for any subsequent collections that are arranged for that particular consignment.



+ Damaged goods

As part of our service we ensure that all products are packaged and delivered to the highest standards to minimise any damage being sustained to them during transit.

Please note that ideally all goods should be unpacked and checked before they are signed for. Effectively by signing for them you are confirming that they have been received in perfect working order and condition.

A signed POD (Proof of Delivery) deems Mayflex exempt of any responsibility from the goods thereafter.

However, in an effort to work with you, we appreciate that at times you may receive a pallet or more of goods, therefore we will make the following pledge: Should you find that within 5 days of the delivery there are product(s) that are damaged, we will arrange for replacement product

to be dispatched within 24 hours. We will also arrange for collection of the damaged product(s).*

To arrange collection of the damaged product(s) and order replacement product(s) please contact the **Customer Services Team on 0800 093 1202**. They will issue a Returns Number that must be recorded clearly on the outer packaging of the damaged item – please do not write on the product or inner packaging. Once the damaged product has been returned to Mayflex, a credit will be issued.

Should damaged cabinets be reported to Mayflex more than 24 hours after delivery you will be invoiced for any subsequent replacements and we will be unable to arrange collection of the damaged goods.



* **Please note this does not apply to cabinets.** All damages must be reported within 24 hours of delivery. We strongly recommend that all cabinets are unpacked and checked before being signed for.



+ Faulty goods

Where there may appear to be a fault with one of our products, we would ask in all instances that you contact our Technical Services Team on 0800 093 1202

The Technical Team will log your details and try to ascertain via discussion with you, if the product is faulty or whether there is a problem with the installation / interoperability. If the problem cannot be resolved immediately you will be given a reference number to refer to in future telephone calls or correspondence.

The Technical Team will log your details and try to ascertain via discussion with you if the product is faulty or whether there is a problem with the installation / interoperability. If the problem cannot be resolved you will be given a reference number to refer to in future telephone calls or correspondence.

Dependent upon the product and the warranty clause(s) in place from the supplier, a replacement product will be issued, and collection of the faulty product arranged. When the product is to be returned, the reference number must be clearly marked on the packaging.

Mayflex cannot accept items that have been returned without a reference number. Mayflex is unable to provide replacements for products returned to us without a valid reference number and will not be able to provide any credits for such products. Mayflex will hold the products for 30 days in order for you to arrange collection of them.

For all faulty items we will require completion of an RMA form, the form should be returned to us by 3.00pm on the working day prior to when the replacement is required. For example: if a replacement is required on a Monday the RMA needs to be with us by the Friday (3pm). The purpose of the RMA is for you to confirm to Mayflex the fault of the product, and confirmation that the necessary troubleshooting has taken place to confirm the fault.

Upon return of the item, the product will be tested against the fault recorded on the RMA form. If it is found that the product is not faulty, a charge of £60.00 will be administered to cover the cost of the testing and administration time plus all delivery and return costs involved in the issue.

+ Invoice Queries

Should you have a query relating to an invoice this needs to be raised with our customer service team within 10 days of the invoice being raised. A reference number for this query will then be allocated whilst the issue is being investigated. Failure to raise the query within a given time will result in the invoice being payable at its original value.

+ Goods no longer required/incorrectly ordered by customer

If goods are no longer required or have been ordered incorrectly by you then these will be accepted back by Mayflex subject to the following:

- + The goods to be returned are reported to Mayflex within 30 working days of the delivery date and a returns number has been allocated by our Customer Services Team
- + The goods and packaging are in perfect working order/condition and in our view, are suitable for resale

- + The goods are to be returned by yourselves at your expense
- + A restocking fee of 15% (Minimum £60) will be invoiced to cover the cost incorporated in the administration of the return

Please note - should the goods be found not to be in a saleable condition upon their return to Mayflex, we will be unable to issue the necessary credit and we will arrange return of the item(s) to you at your expense.

+ Incorrect Product Delivered by Mayflex

In the event that an incorrect product has been delivered please contact the **Customer Services Team on 0800 093 1202** within 5 days of the delivery date.

Customer Services will log details of your call and arrange for a Returns Number to be issued to you. Assuming that the error is Mayflex's and the goods are still of a saleable condition we will despatch the correct goods to you on a standard next day service and arrange for collection of the incorrect product.

In order to try and minimise these issues we strongly recommend that you take time to study your order confirmations. These clearly highlight the goods ordered, dates of delivery and delivery addresses as well as giving the ability to track and trace your order. If you are not currently receiving confirmations, please contact our **Customer Services Team at customerservice@mayflex.com**.

They will arrange for confirmations to be sent to you, either electronically or by fax.

+ Special Items

Items not listed in our Brochure or Web Site

Please note that all enquiries for non-stocked and non-standard items should be sent in writing (email or fax) to Mayflex. As these are made specifically for you, the product is not subject to the return policy, unless they are faulty. There is no facility for you to cancel these orders.

Cut Cable

Please note that all cable that has been cut to your requested lengths is non returnable, unless proven to be faulty.

+ Missing Items / Incorrect Quantities

Should you find upon receipt of your order that there are goods that have:

- + Not been included or
- + Insufficient quantity

Then you need to inform the Customer Services Team within 5 days of the delivery date, we will then arrange for your order to be fulfilled.

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Email sales@mayflex.com
Website www.mayflex.com

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Network Sales 0800 881 5198
Security Sales 0800 881 5199
Customer Services 0800 093 1202
Technical Support 0800 093 1202

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All together.

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