

## Warranty Policy - Avigilon

Mayflex will provide a warranty on all Avigilon Products against defects for the period stipulated by Avigilon\* from the time the product is purchased from Mayflex. The warranty applies if the product is deemed faulty through component failure or manufacturing defect. The warranty will not apply if the product has been damaged, wrongly installed or mis-treated in any way.

If there is an issue with an Avigilon product purchased from Mayflex, the below process should be followed:

1. Contact Technical Support on 0800 093 1202 or [TechnicalS@mayflex.com](mailto:TechnicalS@mayflex.com)
2. One of the Technical Support team will firstly work with you to try and resolve the issue over the phone/email or remotely.
3. If the problem cannot be resolved remotely, we will issue you with an Incident Number. This number will need to be advised in all communications.
4. We will arrange to collect the faulty unit from you by providing you with a shipping label.
5. Advance-replacement units will be sent as soon as they become available.

**Please Note** – the advance-replacement will be sent free-of-charge, pending the receipt of the faulty unit. Once the faulty unit is received, Mayflex will test it at our test facility. If the unit is agreed faulty, we will process the return to Avigilon. Avigilon will also test the unit and if they deem the unit is not covered under warranty for any reason (damage, poor installation, wrong application/environment etc), Mayflex will issue an invoice to you for the price of the replacement unit. This process can take 60 days+. An invoice will also be issued if we do not receive the faulty unit back within 14 days.

6. If you do not require an advance-replacement unit, we will arrange collection of the faulty unit and once received will test it in our test facility. If agreed faulty we will arrange for a repair or replacement (with the manufacturer). Once the replacement/repaired unit is received we will send back to you.

If, at any time, you require an update on the incident, please email [TechnicalS@mayflex.com](mailto:TechnicalS@mayflex.com).

*\*Note – Please check the warranty period for the product. This is generally 3 years, but some products may differ.*

Issue Date: 29/04/2022



Certificate No. FS 647274



Certificate No. EMS 642863



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