

Eltime Controls' Returns Policy

We know that you will be pleased with your purchases from Eltime Controls however, there may be occasions when you will need to return items to us.

Items Damaged in Transit

If any items were damaged in transit, we ask that you report it to us within 48 hours. If the items are visibly damaged on receipt, it's best to sign the carrier's delivery note accordingly. Items should be returned in their original packaging complete with all accessories and documentation. Once received back into our warehouse, we'll issue replacement items or alternatively if requested, a full credit to your account. If replacement items are required in advance of us receiving the damaged goods back, an additional invoice for the full cost of the replacement items will be raised. Full credit to your account will then be issued upon us receiving the damaged items back in our warehouse.

Items Faulty on Arrival

If your items are faulty on arrival, you have 28 calendar days in which to inform us of the fault. Items should be returned in their original packaging complete with all accessories and documentation. Once we have verified the fault, we'll issue replacement items or alternatively if requested, a full credit to your account. If replacement items are required in advance of us receiving the damaged goods back, an additional invoice for the full cost of the replacement items will be raised. Full credit to your account will then be issued upon us receiving the damaged items back in our warehouse. We test returned items, and if a returned item is found not to be faulty by our technicians we will return the item to you, in this instance you will be liable for the return carriage.

Items Faulty Within 2 Year Warranty Period

If any of your purchases develop a fault, and it's more than 28 calendar days since receipt, then provided your item is within its warranty period, you are entitled to a warranty repair. Items should be returned together with either a copy of the delivery note (or invoice) or your original order number used. Once received back into our warehouse, we'll repair and return the items to you within 7 working days. Where a repair is not possible or unviable, replacement goods will be issued. Where faults are clearly due to incorrect connection or misuse of the item, repairs will be charged for.

If you change your mind

If you have simply changed your mind about any item ordered and you wish to return it, then you can do so provided you inform us of your decision within 28 days of receipt. The item must not be used and must be 'as new' when returned to us, at your own expense. Once the item is received at our warehouse, we'll issue a credit for the items (excluding the original carriage charge) less a 15% handling charge, to your account.

Need to return an item?

Please return the items together with a copy of the delivery note marked either 'repair/replacement required' or 'credit required' to:-

Returns Department
Eltime Controls
Hall Road
Maldon
Essex
CM9 4NF

Please note that the items are your responsibility until they reach us. We recommend that you return the items using a delivery service that insures you for the value of the goods. In addition to this policy you should also refer to our general Terms and Conditions of Sale. If you require any assistance regarding the return of items, then please contact our sales department on 01621 859500.