

LC Automation Ltd Service Statement

LC Automation supply products through distribution agreements with world renowned manufacturers. This document explains how we support our customers, and these agreements, if things go wrong.

It details how we would handle the issues if you:-

- 1) Believe a product has failed within its stated warranty period – **Warranty Claim** (see page 2)
- 2) Wish to return a product for testing and repair – **Test and Repair Service** (see page 3)
- 3) Wish to return product for credit – **Credit Returns Procedure** (see page 4)

Returns Authorisation

To allow smooth handling of any of the above issues, all returns must firstly be approved by LC Automation. This is easily done by contacting our Service Department or Internal Sales desk by telephone or email.

Tel: **01254 685900** for Blackburn Head Office
 01249 460099 for Chippenham Office

Email: **service@lca.co.uk**
 sales@lca.co.uk
 sales.chippenham@lca.co.uk

We will discuss the problem with you and then issue the Returns Number (RN) paperwork if the return is to be authorised.

The RN will always require a minimum amount of information depending on the service required, this level of necessary detail is outlined in the following sections.

Please appreciate that we cannot handle any return without the RN authorisation.

All goods returned should be accompanied by a copy of the RN note and sent to:-

Service Department
LC Automation Limited
Duttons Way
Shadsworth Business Park
Blackburn
Lancashire
BBI 2QR

If the products covered by any RN note have not been returned within 30 days of its issue then the RN will be deleted.

BLACKBURN - NORTHERN AREA SALES/HEAD OFFICE

LC Automation Ltd
Duttons Way, Shadsworth Business Park,
Blackburn, Lancashire. BBI 2QR
Tel: 01254 685900 Fax: 01254 685901
Email : sales@lca.co.uk

Registered in England No. 1166468

CHIPPENHAM - SOUTHERN AREA SALES OFFICE

LC Automation Ltd
12 Cavalier Court, Bumpers Farm Estate,
Chippenham, Wiltshire. SN14 6LH
Tel: 01249 460099 Fax: 01249 461199
Email : sales.chippenham@lca.co.uk



www.lcautomation.com

Warranty Claims Procedure

When you contact us we will ask for the following minimum level of information about the product:-

- **Manufacturer's product code**
- **Serial number**
- **Your original order reference**
- **Fault description**

We will then trace the product on our order processing system and issue an RN authorisation. The RN will be emailed to you confirming the details and stating the agreed actions. **A copy of the RN should accompany the product when you return it.**

We can handle warranty claims in two ways; you can choose which one you prefer (*if applicable*).

A) We can accept return of the product and test it to confirm the fault, and assess the reason.

Under (A); we will inspect or test the product to confirm the fault and make an initial assessment of the reason for failure; we will then discuss our findings with you to determine the next step. If the warranty claim looks reasonable to us, and depending on the manufacturer or product, we will then arrange the fastest resolution to the claim and keep you fully informed of progress through any additional third party processes.

When a warranty claim is accepted by all parties involved we will:

Under (A) send you the repaired or replacement product free of charge

B) On some products we can offer 'asset exchange' where we send out a replacement as soon as possible and deal with the test of the original unit when it is returned to us.

Under (B); we will ask you for a new order number to cover the supply of an urgent replacement product whilst the warranty claim is handled in a similar way as (A) above.

(Please understand that this step is simply to protect our business in case the warranty claim is not subsequently upheld).

Upon return of the original product, we will inspect or test it to confirm the fault and make an initial assessment of the reason for failure; we will then discuss our findings with you to determine the next step.

If the warranty claim looks reasonable to us, and depending on the manufacturer or product, we will then arrange the fastest resolution to the claim and keep you fully informed of progress through any additional third party processes.

When a warranty claim is accepted by all parties involved we will:

Under (B) issue a credit note to cover the full cost of the product on the original invoice number.

When a warranty claim is rejected we will detail the reasons for rejection and discuss them with you, in this case no replacement products will be sent, and no credit note will be issued against any invoice previously raised.

**BLACKBURN - NORTHERN AREA
SALES/HEAD OFFICE**

LC Automation Ltd
Duttons Way, Shadsworth Business Park,
Blackburn, Lancashire. BB1 2QR
Tel: 01254 685900 Fax: 01254 685901
Email : sales@lca.co.uk

Registered in England No. 1166468

**CHIPPENHAM - SOUTHERN AREA
SALES OFFICE**

LC Automation Ltd
12 Cavalier Court, Bumpers Farm Estate,
Chippenham, Wiltshire. SN14 6LH
Tel: 01249 460099 Fax: 01249 461199
Email : sales.chippenham@lca.co.uk



www.lcautomation.com

Test and Repair Service

Because our service offering is in support of our customers, we normally only offer this service for products originally purchased from us.

When you contact us we will ask for the following minimum level of information about the product:-

- **Manufacturer's product code**
- **Serial number**
- **Approximate age of the product**
- **Your original order reference if possible**
- **Fault description**

We will then trace the product on our order processing system and issue an RN authorisation. The RN will be emailed to you confirming the details, and stating the agreed actions. ***A copy of the RN should accompany the product when you return it.***

Upon receipt we will inspect, or test, the product to make an initial assessment of the possibility of repair; if the time needed to complete this initial stage is less than half an hour, it will be at zero cost to our customer.

We will then discuss our findings with you to determine the next step.

If the required test exceeds half an hour, or you want us to perform further tests, or the need is to return the product to the original manufacturer to get a budget repair cost; then we will advise you of any test or shipping fees involved and seek authority and a purchase order to cover the costs.

When the investigation is complete and we have a cost for the repair we will quote for this, and seek authority and a purchase order from you for this work.

All quotes for repair will be valid for 30 days after which we may consider the repair as not being required.

If the subsequent repair is not required we will dispose of the product at our cost, or return it to you at your cost, whichever is preferable.

If after seeking authority for the actions above, and after a reasonable time, we cannot get a definitive answer or purchase order, we will delete the RN note and dispose of the product.

BLACKBURN - NORTHERN AREA SALES/HEAD OFFICE

LC Automation Ltd
Duttons Way, Shadsworth Business Park,
Blackburn, Lancashire. BB1 2QR
Tel: 01254 685900 Fax: 01254 685901
Email : sales@lca.co.uk

Registered in England No. 1166468

CHIPPENHAM - SOUTHERN AREA SALES OFFICE

LC Automation Ltd
12 Cavalier Court, Bumpers Farm Estate,
Chippenham, Wiltshire. SN14 6LH
Tel: 01249 460099 Fax: 01249 461199
Email : sales.chippenham@lca.co.uk



www.lcautomation.com

Credit Returns Procedure

When you contact us we will ask for the following minimum level of information about the product:-

- **Manufacturer's product code**
- **Serial number**
- **Your original order reference**
- **Reason for credit return request**

We cannot accept credit returns under all circumstances; however if it is initially agreed we will then trace the product on our order process system and issue an RN authorisation. The RN will be emailed to you confirming the details, and stating the agreed actions. **A copy of the RN should accompany the product when you return it.**

If the credit return request is for equipment incorrectly ordered or no longer required then we will consider acceptance under the conditions below and may apply a re-stocking handling charge, depending on the circumstances.

- All return goods must be in working order and undamaged.
- All must be returned with their original packaging and manuals as supplied.
- The standard re-stocking charge is 15% of the product value however this can increase if, for example, the condition of the packaging is not as new.
- Please understand that any product returned in a condition other than when originally shipped will have a reduced resale value to us, and our re-stocking charge needs to reflect this.
- Similarly, if the goods were specifically sourced for the original order, or are non-stock items this will also be likely to increase the re-stocking charge.

Upon receipt of a return we will test the product and inspect the packaging to make an assessment of its resale value; we will then discuss our findings with you to determine the next step.

After agreement we will re-stock the product with any handling charge applicable, or return the product to you.

If applicable we will then raise a credit note to cover the full cost of the part on the original invoice number less any re-stocking/handling charge.

BLACKBURN - NORTHERN AREA SALES/HEAD OFFICE

LC Automation Ltd
Duttons Way, Shadsworth Business Park,
Blackburn, Lancashire. BB1 2QR
Tel: 01254 685900 Fax: 01254 685901
Email : sales@lca.co.uk

Registered in England No. 1166468

CHIPPENHAM - SOUTHERN AREA SALES OFFICE

LC Automation Ltd
12 Cavalier Court, Bumpers Farm Estate,
Chippenham, Wiltshire. SN14 6LH
Tel: 01249 460099 Fax: 01249 461199
Email : sales.chippenham@lca.co.uk



www.lcautomation.com