

# Warranty Claims Procedure

## Returns Authorisation

To allow smooth handling of warranty claims, 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**

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.**

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

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**

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**CHIPPENHAM - SOUTHERN AREA  
SALES OFFICE**

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**www.lcautomation.com**