

# Repair Policy & Procedure

## (non Warranty)

Please find below Cloud Electronics Ltd's Repairs Policy & Procedure as of April 2019

Cloud Electronics Ltd (CEL) offers a return to base Repair, Refurbishment Service for its products.

Either Telephone +44 (0)114 244 7051 (Option 2) - to discuss the repair, refurbishment or return.

Ship to our address and clearly mark for 'The Service Department' using a 'signed for' delivery company. Please include full details of the fault or level of refurbishment required and contact/return address details.

Subject to production demands and available resources the unit will be examined and estimated for repair/refurbishment. A quotation is issued by E-mail/Fax for approval.

If the labour cost is less than the minimum labour period (1hr) CEL reserves the right to complete the work without further consultation or following the quoting procedure.

If CEL deems the product packaging to unsuitable for safe and reliable shipping we reserve the right to replace it with brand new materials, such as foam-ends and outer cartons (gift box), this will be charged at CEL's cost price only as per our quotation.

Payment for all repairs and refurbishments must be made against our quote or on account for account holders.

When the repair/refurbishment is complete the product will be dispatched immediately on a 'signed for service' as per our quotation.

Our conditional repair warranty is for a period of 3 months, with 5 Years for Parts only against faulty manufacture and original materials failure, except as expressly excluded or redefined below.

This statement does not affect the statutory rights of any customer under any applicable national laws in force or the right of the consumer against the installer, contractor or distributor arising from their sales/purchase contract.