



Customer Returns Process

For all product quality issues please contact us in the first instance for product support. It might be possible to avoid returning product where there is a perceived fault. For example in the case of blown fuse(s) it is normally easier to replace the fuse on site than arrange for the product to be returned.

You will need a RAN reference should you wish to return any product.

Where product(s) has been installed into furniture we can only warranty the installation where this has been provided by Broad Power Solutions.

We recommend that all products installed by third party installers should be tested/inspected prior to installation.

In order to provide you with a RAN reference we require the following information:-

1. Original Order Number & Date Ordered or alternatively Our Invoice/Delivery Note Reference (This would be a six digit reference beginning with 6)
2. Part Codes & Quantities being returned.
3. Reason/s for return – please list where different reasons and also advise action required (repair/replace/refund)
For example:
140-1000 – 2no. – Switch not working - replacement required
140-1000 – 1no. – Housing Damaged - refund required
4. Please package & label items so that we can easily determine the reason/s for each item being returned.
5. **Our RAN reference should be clearly displayed on all parcels**
This will help our warehouse identify the source of the delivery and prevent them refusing to accept your parcel.
6. On receipt of returned product we will inspect and provide an initial inspection report confirming if further action is required.
7. For all products returned requiring repair, replacement or refund due to a product fault we will reimburse our customers return carriage costs. Up to £15 for single items. Prior agreement to refundable costs for larger or bulk returns is required.