

Segen Customer Returns Policy

(Last Updated 18 Oct 2017)

Thank you for purchasing a Segen product.

We want you to be completely satisfied with your purchase and take great pride in the quality of the products we sell. Supporting this with great customer service is our top priority.

If you are not completely satisfied with your purchase, please follow these guidelines and we will do all we can to help you return your purchase to us.

What to do if your product is damaged

If you believe your product has been damaged during transit please notify Segen within 10 working days of delivery. All goods ordered as stated on the delivery will be deemed to have been delivered and accepted if we are not contacted within 10 working days. Risk of damage to or loss of the goods passes to the buyer at the time of delivery.

If item(s) are found to be damaged upon arrival the delivery note must be signed for as 'Damaged on Arrival' in the remarks or signature line. This will be primary documentation used to make a claim.

If item(s) are found to be damaged after the delivery note is signed then no claim can be made against the courier or Segen. Please ensure goods are checked thoroughly upon arrival as you are signing to confirm they are in good condition unless otherwise stated.

In the unlikely event that products are found to be damaged inside the packaging then please contact your Order Processor immediately. All claims are fully investigated by our Returns Department. Segen holds no guarantee of refund or replacement if it cannot be proved that the product was damaged in transit.

Claims must be submitted to your Order Processor. They must be made within 10 working days of delivery if a product is deemed to be damaged on arrival providing the following information is provided:

- Order/shipment number
- Photographic evidence if the items including packaging

**Please note packaging is not under the warranty.*

What to do if your product is unwanted

All customers have a 'Right of Retraction' 14 working day returns guarantee. Customers can return any **re-saleable functioning product** to Segen Bolton warehouse and receive a credit note provided that you contact Segen within the stated period of 10 working days of delivery and the product is then returned within 15 working days of receipt of the goods.

Customers are eligible for 75% credit of the products value for all re-saleable items including VAT. Unfortunately we cannot refund any delivery charges incurred returning the goods to Segen.

You will need the original shipment number in order to raise a return order on the Reseller Portal to start the process. Go to My Account and New Return, you **MUST** read the Terms and Conditions before proceeding and confirm you have read and are in agreement. Select PV equipment return and in the description field please type the original Segen order number (at least 5 characters), you will then need to select a reason for returning the goods 'Item no longer needed' and confirm the return.

In the dropdown box you will select the shipment of the goods you wish to return, you will then input on the right hand side the quantity you wish to return. Once all the items have been selected complete the return.

This will generate a unique return number and a PDF document which you will need to print out as it provides an address label for our Bolton warehouse. If this is not fixed to the goods, it WILL result in our goods in team rejecting your delivery which may incur additional costs.

You will need to arrange your own transport as Segen will not collect unwanted goods.

It is the customers responsibility to ensure that all the packaging is adequate and in the case of electrical items that these are still in their original packaging, unopened and unused. Failure to do so may incur additional costs or goods being sent back to you. Please ensure you send all original parts.

If goods are returned and are not re-saleable, ie parts missing or previously used, the return will be rejected and credit will not be given.

The return will be checked by the Segen returns team upon receipt and once verified the item(s) are re-saleable a credit note will be added to your account within 28 days of receipt of the return. None re-saleable items will not receive a credit note and the goods will need to be collected from Segen within 1 calendar month from notification, if no collection takes places within the stated time period the goods maybe re-cycled.

What to do if your product is faulty

If you believe your product to be faulty, please notify Segen within 10 working days of delivery otherwise all goods ordered as stated on the delivery note will be deemed to have been delivered and accepted as fit for purpose. Risk of damage to or loss of goods passes to the buyer at time of delivery

All items believed to be faulty are referred to our Technical Support Team. They will then contact you and may ask you to perform tests to establish the cause of the problem and if possible rectify it

If phase one of testing is unsuccessful Segen will advise the next step in order to resolve the problem, as each manufacturer has a different process to adhere to.

Where possible, if a product is deemed to have been faulty at the time of manufacture Segen will arrange for a replacement from the manufacturer to be delivered or if you do not wish to wait for the manufacturer to replace your item, Segen may replace the goods. In the latter your account will be fully charged, until the manufacturer confirms faulty.

If no fault is found by the manufacturer this may result in the item being returned to you and no credit will be issued by Segen. If you have already purchased a replacement product in the interim both charges will apply.

What shall I do if I have received a product I did not order? (an “incorrect” product)

If we have sent you an incorrect product please contact your Order Processor within 10 working days of receiving your order with the following information:

- Order/shipment number
- Part number
- Photograph of goods delivered

Segen will then do an investigation and if it is confirmed we have sent the incorrect item we will send the replacement and organise collection of the incorrect item at your convenience.

Other information

When will my credit appear on my account?

We aim to process your claim and credit your account within 28 working days of receipt of your claim being submitted.

Can I change my mind and keep my goods?

Yes, if you change your mind and decide to keep your purchase within the 14 day right of retraction period and do not want to return your items, please ensure you cancel the return order on the reseller portal to notify us.

What is the returns address?

Segen C/O Wincanton
Kingsnorth Industrial Estate
Kingsnorth On The Medway
Hoo
Nr Rochester
ME3 9ND