



World Class Leaders in Fire Detection Since 1918



## PRODUCT RETURN PROCESS

## Returning Devices to Hochiki Europe (UK) Ltd

In March 2018, Hochiki Europe introduced a new returns process to help improve efficiency and reduce waiting times for our customers.

As part of the new procedure, please note the following important points:

- Please only return Hochiki products; we cannot dispose of or service devices from other manufacturers.
- All returns must include the Hochiki tracking number. Failure to include the tracking number will result in the return being rejected and the goods returned to you at your own cost.

The new procedure is a simple 4 step process:

1. You will require a tracking number for your returned items. To obtain a number, please call the Quality Department on +44 (0)1634 266530, +44(0)1634 266523 or email [quality@hochikieurope.com](mailto:quality@hochikieurope.com). We will ask you some information about the items you wish to return, such as; part numbers, quantity and reason for return. Please have this information ready when you call.

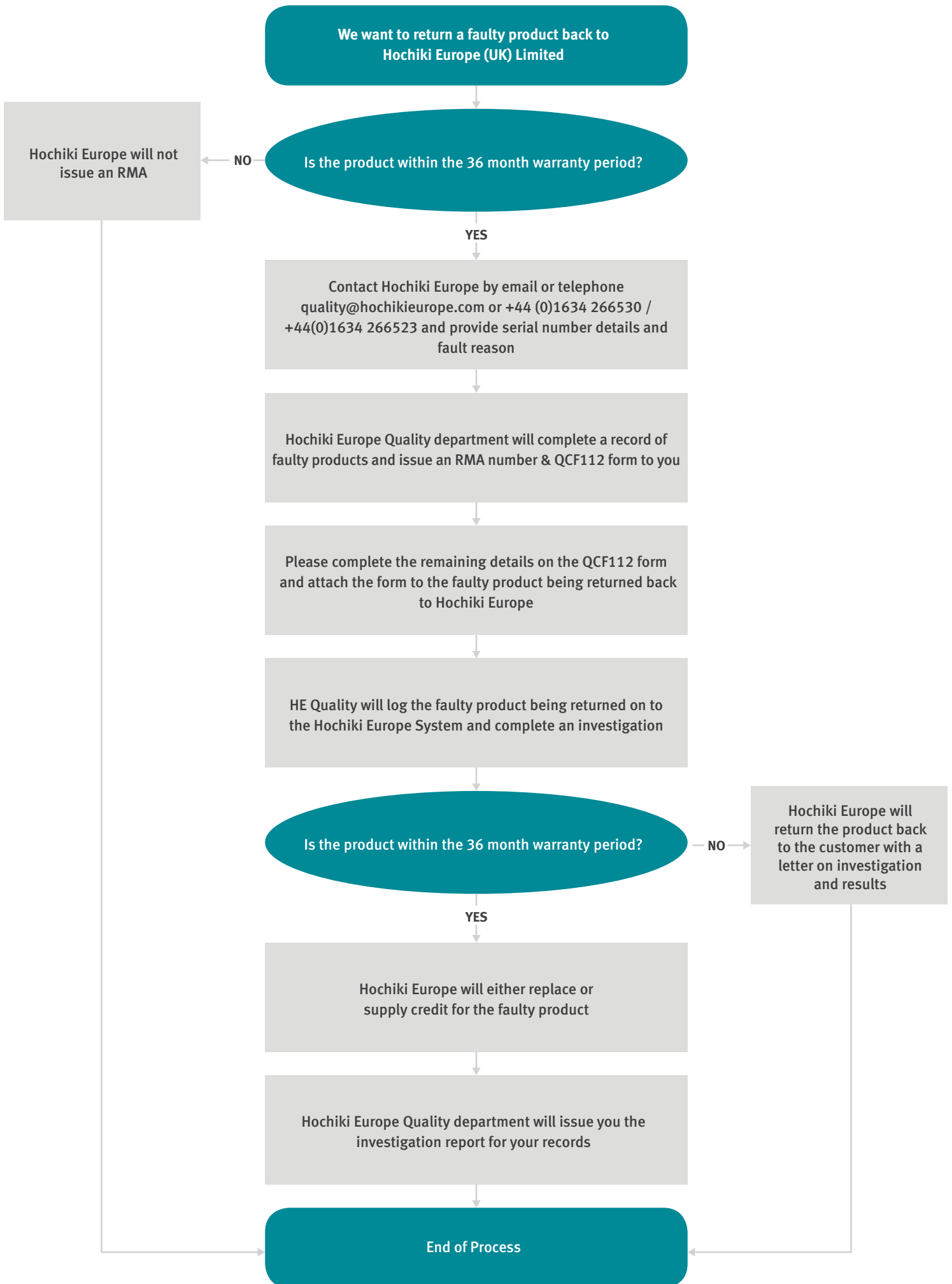
If you are returning mixed products, please make sure you give us details of the quantity of each part number, as this will help us to ensure a quick turnaround for you.

Once we have all of the required information, we will provide you with a returns number.

2. Box up the goods, secure the prepared label to the outside of the package with the return tracking number and send them back to us. Failure to include the tracking number will result in the return being rejected and the goods returned to you at your own cost.
3. It is our policy not to accept stock cleansed, unwanted or unused products back for credit unless a prior agreement exists with your Regional Sales Manager. Where an agreement is in place, any items that are returned for credit must be:
  - A. **Less than 3 months old** - For guidance on determining the age of Hochiki products please [download our application note AP093](#).
  - B. **Unopened** - These items will be subject to a 25% restocking charge. Open items will not be accepted and will be returned to you at your own cost.
4. If you are returning an item for warranty investigation, we will be happy to send you a replacement item immediately. You will be invoiced for this replacement, but should the item fail our investigation, you will be credited for that item. Items that are found to be 'no fault found' will not be credited.

Please note: For items returned for warranty investigation that are **outside the three-year warranty period** but where an investigation report is requested by a customer, **we may charge a service fee per device for this report.**

If you have any questions about the above, please contact a member of the quality team, who will be happy to help you.



**Your Safety, Our Technology**

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