

AES Global Business Returns Terms & Conditions

UK Business Returns Policy

1. Scope of this Returns Policy

These Returns Terms & Conditions apply to products supplied and/or returned directly to AES Global by distributors, resellers, installers and other business customers.

AES Global primarily supplies products through a distributor and reseller network. These Terms & Conditions set out AES Global's business-to-business returns procedure and are not intended to replace the statutory rights or obligations that may apply between a distributor, reseller or installer and their own customers.

Nothing in these Terms & Conditions excludes, restricts or affects any statutory rights or legal obligations that cannot lawfully be excluded or restricted in the applicable country.

2. Before Returning a Product

Before returning any product to AES, please contact the AES Technical Support Team. Our Technical Support Team will carry out initial troubleshooting to determine whether the issue can be resolved without returning the product.

Where Technical Support determines that the product may require further investigation, a Technical Support Number (TSN) will be issued.

Please note: A Technical Support Number (TSN) is not an RMA number and does not authorise the product to be returned.

An RMA must then be created through the AES Returns Portal before the product is sent to AES.

3. Creating an RMA

When creating an RMA, all information requested on the AES Returns Portal must be completed accurately. Incorrect or incomplete information may delay the processing of the return.

- **Product / Part:** Select the correct product or part being returned.
- **Serial Number:** Provide the serial number of the original system. Where an individual part is being returned, the serial number of the system it came from must still be provided where requested.
- **Reason for Return:** Provide a clear and detailed description of the reported fault or reason for return. Descriptions such as 'faulty' or 'does not work' may result in delays while further information is requested.
- **Technical Support Number (TSN):** Enter the TSN provided by the AES Technical Support Team.
- **Return Image:** Upload a clear photograph showing the product and all components being returned.
- **Return Option:** Select the appropriate reason/type of return.
- **Distributor Information:** Where requested, provide the details of the distributor from whom the product was purchased.

4. RMA Number



Once the return has been successfully submitted through the Returns Portal, a unique RMA number will be issued.

The RMA number must be clearly included with the returned goods and, where applicable, marked on the shipping documentation or outer packaging.

Products should not be returned to AES without a valid RMA number.

Returns received without an RMA require additional manual identification, administration and processing. AES therefore reserves the right to apply a reasonable administration or restocking charge to business returns where the agreed returns procedure has not been followed. Returns received without the required information may also experience processing delays.

5. Products and Components Being Returned

The products and components physically returned must match the information submitted on the RMA.

Where a product was originally supplied with additional components or accessories relevant to the return or credit, these must also be returned unless otherwise agreed with AES.

For example, where a loop and transceiver are included within an approved return or credit request, both items must be returned.

Where an expected component is missing, AES may request that the missing item is returned, delay processing of the return or credit until the item is received, or deduct the value of the missing item from any credit due or charge for the missing item, where appropriate.

The photograph uploaded when creating the RMA may be used to confirm what was intended to be included in the return.

6. Faulty and Warranty Returns

Products returned as faulty will be inspected and tested by AES. A product is considered potentially faulty until it has been inspected and tested. A fault is not confirmed solely because a Technical Support Number or RMA has been issued.

Where a manufacturing fault is confirmed and the product is covered by the applicable AES warranty, the return will be processed in accordance with the relevant warranty terms.

Where testing identifies no fault with the product, installation-related damage, accidental or physical damage, misuse, damage caused by incorrect power, wiring or external equipment, water or environmental damage outside the product specification, or another cause not covered by the applicable warranty, the return may not qualify for a warranty repair, replacement or credit.

Where repair is possible but chargeable, AES will normally advise the relevant customer before proceeding with chargeable work.

7. Non-Faulty / Unwanted Business Returns

Requests to return non-faulty or unwanted products must be made within 30 days of delivery, unless otherwise agreed in writing by AES.

Acceptance of non-faulty or unwanted returns is at AES's discretion. Products must be unused, complete, unmodified and in a condition suitable for resale, including all accessories and packaging where applicable.



Approved non-faulty returns may be subject to a reasonable restocking and/or administration charge.

Products that have been installed, used, modified or damaged will not normally be accepted for credit unless otherwise agreed by AES.

8. Return for Credit

A request to return a product does not automatically guarantee that a credit will be issued.

Where a return for credit is approved, the product must be returned in accordance with the RMA instructions and with all required components.

Any credit due will normally be issued to the AES account holder that originally purchased the product directly from AES.

Where an installer, end user or another third party physically returns a product to AES, this does not automatically entitle that party to receive a credit directly from AES. AES may require confirmation from the original AES account holder or distributor before processing a credit.

9. Advance Replacements

Where an advance replacement has been supplied, the original product and all agreed components must be returned within the agreed return period.

Failure to return the original product, or returning an incomplete product, may result in the relevant AES account being charged for the replacement product or any missing components.

An advance replacement does not, by itself, confirm that the original product is faulty. The returned product may still be inspected and tested by AES.

10. Shipping the Return

The customer is responsible for ensuring that returned products are suitably packaged to prevent damage during transport.

The RMA number should be clearly visible on or included with the return. Where AES provides a returns shipping label, this should be attached to the outside of the package in accordance with the instructions provided.

Customers should retain their RMA number and proof of shipment until the return has been fully processed.

11. Processing Returns

AES will aim to process returns as efficiently as possible. Processing may be delayed where no RMA has been created, information provided on the RMA is incomplete or incorrect, the product received does not match the RMA, the serial number cannot be identified, required components are missing, additional fault information is required, or distributor/account information cannot be verified.

Where additional information is required, AES may contact the person who submitted the RMA, the installer or the relevant AES account holder/distributor.

12. Statutory Rights

Nothing in these Returns Terms & Conditions is intended to exclude, restrict or affect any statutory rights or legal obligations that cannot lawfully be excluded or restricted.





Advanced Electronic Solutions Global Ltd

Where an AES product has been purchased from a distributor, reseller, installer or other third party, any rights arising from that purchase will normally be exercised against the business from which the product was purchased.



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