



Intelligent Measurement Solutions

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Failure under Warranty Policy

Siko Ltd products are supplied with a one year manufacturer's warranty

If you believe the unit you have been supplied has **failed under warranty** please contact Siko Ltd and a member of our team will confirm the original order details and initial date of supply of the failed unit.

On agreement that the goods are to be returned for investigation under warranty by our manufacturer, mode of transit to Siko Ltd will be agreed by the two parties.

If it is agreed that Siko Ltd uplift the goods from your company, in the event that the unit is confirmed by the manufacturer as 'no fault found' or not covered under warranty conditions Siko Ltd reserve the right to re-charge your company for the cost of uplifting and returning to you the unit in question.

On receipt of the returned unit Siko Ltd will issue a **QR (Quality Return) Report** to you confirming receipt of the unit and action being taken.

Please allow 2-3 weeks for the unit to be returned to the respective manufacturer and a full function test performed to investigate reason for failure.

On confirmation that the unit has failed under warranty the unit will either be repaired or replaced at the discretion of the manufacturer. This will be done in the minimum time frame possible and returned to your company.

*** In the event that you require an immediate replacement:**

If the standard lead time to investigate reason for failure is unacceptable to your company due to production downtime etc Siko Ltd will endeavour to arrange a replacement unit asap.

A **new order number** will be required to cover the cost of this replacement unit to allow Siko Ltd to raise an order with the manufacturer and supply the unit in the shortest possible timescale. Carriage costs will also apply for this replacement order.

On return of the failed unit to Siko Ltd and subsequent confirmation from our manufacturer that the unit is covered under warranty a **FULL credit** will be issued against the invoice for the replacement unit and cost of carriage.