



## Product Return Policy & Procedure

### RETURN GENERAL

**RETURN POLICY** – Automatic Solutions understands that from time to time customers have reason to return product. Our return policy and procedures are designed to make this task as efficient as possible with high regard for fairness and adherence to consumer law and your rights.

**WARRANTY PERIOD** - All products sold by Automatic Solutions are covered by warranty. Manufacturer's warranty period will vary from product to product but generally speaking all products sold by Automatic Solutions will be covered by our warranty and will come with a minimum twelve months warranty. Warranty is from date of purchase as displayed on your invoice.

**ALL RETURNS - IN WARRANTY RETURNS, OUT OF WARRANTY RETURNS, UNWANTED & UNUSED PRODUCT RETURNS**  
If your product/s were installed by an Automatic Solutions branch or authorised dealer then please contact that branch or dealer for service. If the products were purchased and/or installed by yourself or a third party then you will need to return the products to either the store of purchase or you can send direct to our service centre. (See below)

### WHAT CHARGES APPLY?

There are no charges applicable to repairs or replacements covered under warranty. It is important to note that simply being in warranty period does not mean that repairs and/or replacements are under warranty and in some cases of incorrect product application, incorrect installation procedures or site environmental issues (e.g.: power surge or dirty power) charges will apply. If charges are applicable you will be advised of these before any expenditure is incurred. If charges do apply and you decide not to proceed with repairs you will be required to pay any transport costs incurred to date as well as transport charges to return the product before it is returned. Product/s returned as unwanted and unused will need to be in original condition and packaging to be considered for return. A restocking fee equal to 15% of the original purchase price will apply to all products returned as unwanted and unused.

**SERVICE CENTRE** - Whilst many of our products are manufactured in Italy all repairs and replacements are performed at our service centre and spare parts warehouse. Automatic Solutions service centre is well equipped and any returned product is tested in "real world conditions" on full scale test units. In fact we deliberately load our test units in an effort to make the product fail. Our aim is to solve your issue and provide answers to prevent a repeat of the issue.

### WHAT IS THE RETURN PROCEDURE?

**GENERAL** - The return procedure is designed to be as flexible and efficient as possible. Before returning any product we would suggest a quick phone call to your branch or dealer of purchase. They will advise the best course of action and may save you returning any product or suggest what part of a product needs to be returned. If you do need to make a return we are happy for you to either return the product direct to the store who in turn will forward to the service centre or you may send the product direct to the service centre itself which in general speeds up the process.

**EMAIL PHOTOS** - We have an email address for the service centre ([service@automaticsolutions.com.au](mailto:service@automaticsolutions.com.au)) that you are free to use. You can make initial enquiry, progress enquiry or post repair enquiry. With initial enquiry digital photographs of the overall installation and more detailed photos of the problem areas are worth the effort. Please send us your snaps, they make problem solving much easier. (Please reduce the size of photos to keep the internet provider happy)

**WHAT HAPPENS NEXT** - Once a product is received at our service centre it will usually be acted on within forty eight hours to gain initial diagnosis and determine a course of repair, return and resolve. You will be advised of progress via email and your product returned at the earliest possible time. Sometimes you will be requested to provide further information, photos or support information. Please provide these as quickly as possible to keep the process flowing. If the return is simply unused product it will be inspected and tested before being returned to the branch for the manager's approval or otherwise of a refund.

**THE RETURN** - Before your product is returned it will be fully tested under conditions as close as possible to your installation and you will be advised of any suggested modifications required.

#### **WHY CANT THE STORE JUST GIVE ME A NEW ONE?**

When a product is perceived as faulty we are often asked why we simply can't replace it with a new one. The simple answer is that this does nothing to identify the cause or solve the problem and will often lead to further frustration. Company policy states that all returns are to be processed by staffs at the service centre that are trained in finding the cause and solving the issue. Branch staffs do not have authority to process exchanges. There are several reasons for this policy including the following –

- Swapping what may be a perfectly good product for another perfectly good product will not identify a cause.
- The equipment is both mechanical and electronic and it must be inspected for damage or incorrect installation. Branch staffs are neither qualified nor authorised to make this judgment.
- Our objective is to solve the issue as quickly as possible and if the problem exists on site a simple swap will not solve it.

#### **HOW TO RETURN A PRODUCT**

**STORE OF PURCHASE METHOD** - You may return your product directly to the store of purchase together with a copy of your original purchase invoice. They will print out a product return form for you if required and send the product directly to our service centre.

**NOTE:** THE STORE OF PURCHASE WILL NOT HAVE TECHNICAL STAFF AVAILABLE & CANNOT MAKE MOST REPAIRS

**DIRECT METHOD** - You can also send the product direct to our service centre. Please use the "product return form" and ensure you attach a copy of your purchase invoice.

#### **CHECKLIST**

(Please fill out and retain the top two pages with your mailing receipts or have this signed by the receiving store)

- Product return form filled out including email address and signed.
- Original invoice attached.
- Photos emailed to – [service@automaticsolutions.com.au](mailto:service@automaticsolutions.com.au)
- Product returned to \_\_\_\_\_ by \_\_\_\_\_
- Received by: \_\_\_\_\_ Date: \_\_\_\_\_  
(This line only used if returned to store of purchase)



**Australia Pty Ltd**

**Product Return Form**

All products returned for repair, replacement or credit must be accompanied by this form. Please complete this form and return together with a copy of the original purchase invoice and the product.

Returns should be sent to –  
Automatic Solutions Australia  
PO Box 1034 Canning Vale WA 6970

**PRODUCT - ATTACHED**

**MODEL NO:**

**SURNAME:**

**FIRST NAME:**

**TODAYS DATE:**

**RETURN ADDRESS:**

**SUBURB:**

**POSTCODE:**

**PHONE:**

**RESIDENTIAL:**

**COMMERCIAL:**

**INDUSTRIAL:**

**EMAIL:**

**@**

**POWER FILTER-SURGE PROTECTION:**

**STORE PURCHASED:**

**DATE PURCHASED**

**INSTALLED BY:**

**ORIGINAL INVOICE ATTACHED:**

**REASON FOR RETURN:**

I have read and understand the Automatic Solutions return policy. Signed by customer: \_\_\_\_\_