

A guide to our International Customer Services & Returns Policy

Excel is a world-class premium performing end-to-end infrastructure solution
- designed, manufactured, supported and delivered - without compromise.

www.excel-networking.com

excel
without compromise.





Introduction

At Excel we understand the importance of offering and delivering a high quality, level of service to you our customers.

Our aim therefore is to ensure that the products you purchase are received on time, in perfect working order/condition and are delivered to the correct address.

You will appreciate, however, that at times problems do occur and the purpose of this document is to outline how we will deal with such events in an efficient and timely manner in order to ensure you and your own customers satisfaction.

Please note that if the procedures outlined in this document are followed we will make the following commitment to you:

- We will supply replacement products to you, thus ensuring there is minimum disruption to your installation.
- We will arrange and collect items* for return, via confirmation with you, within 72 hours† of the return request being logged with our Customer Services Department.

Martin Eccleston
Customer Experience Manager

Key Contacts

Customer Services & Technical Support Team

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Email eucustomerservice@excel-networking.com

European Support Advisor Alison Gasior

- Where cabinets have been ordered incorrectly it will be the responsibility of the customer to arrange carriage for its return. Excel will only credit your account upon satisfactory inspection of the returned goods.

† Should the collection fail on the agreed date, then Excel will charge for any subsequent collections that are arranged for that particular consignment.

Damaged Goods

As part of our service we ensure that all products are packaged and delivered to the highest standards to minimise any damage being sustained to them during transit.

Please note that ideally all goods should be unpacked and checked before they are signed for. Effectively by signing for them you are confirming that they have been received in perfect working order and condition. A signed POD (Proof of Delivery) deems Excel exempt of any responsibility from the goods thereafter.

However, in an effort to work with you we appreciate that at times you may receive a pallet or more of goods therefore, we will make the following pledge:

Should you find that within 14 days of the delivery there are product(s) that are damaged we will arrange for replacement product to be dispatched within 24 hours. We will also arrange for collection of the damaged product(s).

**Please note this does not apply to cabinets All damages must be reported within 72 hours of delivery
– We strongly recommend that all cabinets are unpacked and checked before being signed for.**

To arrange collection of the damaged item(s) and order replacement product(s) please contact the European Support Team on +44 121 326 2238. They will issue a Returns Number that must be recorded clearly on the outer packaging of the damaged item – please do not write on the product or inner packaging. Once the damaged item has been returned to Excel a credit will then be issued.

Should the damaged cabinets be reported to Excel more than 24 hours after delivery you will be invoiced for any subsequent replacements and we will be unable to arrange collection of the damaged goods.

Faulty Goods

Where there may appear to be a fault with one of our products we would ask in all instances that you please contact our European Support Team on +44 121 326 2238.

The European Support Team will log your details and try to ascertain via discussion with you and the UK Technical Support Team, if the product is faulty or whether there is a problem with the installation/ interoperability. If the problem cannot be resolved immediately you will be given a reference number to refer to in future telephone calls or correspondence, along with a non-conformance report that requires completion and return within 24 hours.

Subject to completion of the above replacement item(s) will be issued and collection of the faulty product arranged. When the item is to be returned the reference number must be clearly marked on the packaging.

Important: Excel must be able to arrange collection of the faulty product within 14 days of the issue being notified to us. Failure to assist us in working to these deadlines will result in Excel declining any further or additional support with the reported issue.

Furthermore will be unable to consider any requests for credit without the returned product. Once the product is returned we will test the returned items with 5 working days and produce a report that will detail the testing conducted versus the issue as detailed in the nonconformance report. If it is felt necessary we will obtain further comments/reports from the supplier.

The findings within this report from the Excel Technical Team and/or the supplier will be final. If you are not satisfied with the findings then you can involve an independent third party at your own cost.

Should the conclusion indicate that the product supplied was faulty we will arrange all credits within 7 days.

Excel cannot accept back items that have been returned without a reference number. Excel is unable to provide replacements for items returned to us without a valid reference number and will not be able to provide any credits for such items.

Invoice Queries

Should you have a query relating to an invoice this needs to be raised with our customer service team within 10 days of the invoice being raised. A reference number for this query will then be allocated whilst the issue is being investigated. Failure to raise the query within a given time will result in the invoice being payable at its original value.



Goods no longer required /incorrectly ordered by customer

If goods are no longer required or have been ordered incorrectly by you then these will be accepted back by Excel subject to the following:

- The goods to be returned are reported to Excel within 30 working days of the delivery date and a returns number has been allocated by our European Support Team
- The goods and packaging are in perfect working order/condition and in our view, are suitable for resale
- The goods are to be returned by yourselves at your expense
- A restocking fee of 15% (Minimum €60) will be invoiced to cover the cost incorporated in the administration of the return
- All items should be listed with the Excel part Number and Quantity for return.
- The original Excel-Networking Sales Order Number should also be included, which as per the first point should be within the last 30 days.

Please note should the goods be found not to be in a saleable condition upon their return to Excel, we will be unable to issue the necessary credit and we will arrange return of the item(s) to you at your expense.

Missing Items / Incorrect Quantities

Should you find upon receipt of your order that there are goods that have:

- Not been included or
- Insufficient quantity

Then you need to inform the European Support Team within 14 days of the delivery date, we will then arrange for your order to be fulfilled.

Incorrect Product Delivered by Excel

In the event that an incorrect product has been delivered please contact the European Support Team on +44 121 326 2238 within 14 days of the delivery date.

They will log details of your call and arrange for a Returns Number to be issued to you. Assuming that the error is Excel's and the goods are still of a saleable condition we will despatch the correct goods to you on a standard next day service and arrange for collection of the incorrect product.

In order to try and minimise these issues we strongly recommend that you take time to study your order confirmations. These clearly highlight the goods ordered, dates of delivery, delivery addresses as well as giving the ability to track and trace your order. If you are not currently receiving confirmations please contact our Customer Administration Team at admin@excel-networking.com and they will arrange for confirmations to be sent to you, either electronically or by fax.

Special Items (*Items not listed in our Brochure or Web Site*)

Please note that all enquiries for non-stock and nonstandard items require a Specials Declaration to be completed. As these are made specifically for you the product is not subject to the return policy, unless they are in some way faulty. There is no facility for you to cancel these orders. For a copy of our special declaration please contact the sales team.

Cut Cable

Please note that all cable that has been cut as per your instructions is non returnable, unless proven to be faulty.

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