



## CUSTOMER SUPPORT

### 1. GENERAL PRODUCT SUPPORT

All products supplied by AV Works Ltd are provided with a full manufacturer's warranty. We are able to offer product support and advice on any product purchased from AV Works Ltd. This includes purchases made as part of an installation, hire or supply only sale.

If a problem occurs with a product you have purchased from AV Works Ltd, please refer to our FAQs download to see if there are any troubleshooting solutions to your problem. If you cannot find useful information relating to your product fault then please contact us with details of your purchase and the product fault. We are committed to providing exceptional customer care and support, therefore all queries will be responded to without undue delay.

Please refer to our Returns Policy (page 3) for further information regarding product faults, unwanted / unsuitable or damaged goods.

### 2. MANUFACTURER SUPPORT

We work closely with all our suppliers to provide you with the best possible customer support and after-sales backup. Where support is needed for a product, which has been sold, hired or installed to you, the customer, then AV Works Ltd will strive to provide the support required. Where further information is needed from the product manufacturer themselves, AV Works Ltd will contact the manufacturer on the customer's behalf and act as the 'middle-man' in providing support for your product. For manufacturer support on a product purchased from AV Works Ltd, please contact us by telephone on 0845 269 0001 or email [support@av-works.com](mailto:support@av-works.com).

### 3. RETURNS POLICY

1. The Buyer shall inspect the Goods immediately upon receipt and shall notify AV Works Ltd within 7 working days of delivery. If the Goods are damaged, or do not comply with our sales terms then the buyer has the right to return the goods for a full replacement / refund. If the Buyer fails to do so the Buyer shall be deemed to have accepted the Goods.
2. If you are a consumer you have the right, in addition to your other rights, to cancel the Contract and receive a refund by informing AV Works Ltd within 7 working days of receipt of the Goods.
3. Goods must be returned by the Buyer at the Buyer's expense and should be adequately insured during the return journey. The Buyer will receive a refund of all monies paid for the Goods (including delivery charges, if any) except for return postal charges within 30 days of cancellation. A restocking/admin charge of 10% will be deducted from the refund amount up to a maximum of £25.00. If the Buyer fails to return the Goods following cancellation, AV Works Ltd are entitled to deduct the cost of recovering the Goods from the Buyer.
4. Goods to be returned must clearly show the order number obtained from the Seller on the package.
5. Where returned Goods are found to be damaged due to the Buyer's fault the Buyer will be liable for the cost of remedying such damage.
6. Any goods returned faulty or damaged from part of an AV Works installation will be replaced. If faulty or damaged goods have been installed as part of a package, AV Works are unable to supply a refund for these goods, unless the Buyer returns the full package. In this instance, labour costs cannot be refunded.

#### 4. COMPLAINTS POLICY

We strive to provide our customers with an excellent service and our priority is to ensure that all contact with us is hassle-free.

As a commitment to our customers we deal with all complaints seriously and fairly and to achieve this we have implemented the following procedures –

- Any complaint will be acknowledged in writing to the complainant confirming that it is being dealt with in accordance with our complaints policy.
- We undertake to investigate any complaint properly and fairly.
- We will respond to all complaints within a period of 5 working days.
- Where we find that action is needed to resolve the complaint, then the action will be undertaken in the shortest possible time.