



Beaumex General Returns Policy – Consumer Electronics Faulty Units (Updated Dec 2012')

For details on eligibility of your faulty unit, please refer to the individual product policy

Once you have confirmed your unit is eligible for return please follow these steps

1. Contact Beaumex and speak to a member of the returns team
 - Email (preferable) – returns@beaumex.ie
 - Phone: (01) 4191100
2. Request a returns faulty form(s) for the faulty units
3. Beaumex will issue an individual case log no, and form for each faulty unit(s).
4. Please fill in all details and send the completed form back to Beaumex.
5. Once Beaumex verifies the details they will issue a SRN (Sales Return Note). This authorises the customer to return the faulty units for final inspection only. Please return all units with the request forms and any receipts where applicable.
6. Beaumex will verify and confirm the faults as described. Credit or Replacement product will be issued for units with verified faults only.

Note: Any units inspected where the described fault is not found are deemed NFF (No Fault Found). These units will be returned to the customer without fault. An additional charge for freight and labour costs may also be applied.