

Detailed Customers Repairs and Return Policy

Customers to please take note that Goods will only be accepted for repairs, return or refund subject to the following conditions:

If the Goods are found to have left the premises in a damaged condition and/or missing any parts or accessories at the time of delivery/collection, the customer must notify ACDC Express, at the store or through the Website's Returns page, within 2 (two) days of such short delivery/ collection and the Goods can be sent back. The clerk will issue a new separate return number for the damaged Goods and the Goods can then be sent back with the normal paperwork and the new authorisation number. Upon inspection by ACDC Express, the customer can decide if the Goods should be repaired, replaced (if such replacement is possible), or if a credit/refund is preferred.

The below Goods are non-returnable:

1. Pumps 2. Sirens 3. Variable Speed Drives 4. Soft Starters 5. Inverters 6. Generators 7. UPS 8. Cable 9. Cable Accessories 10. Terminals	11. Transformers (if different voltage or different 'VA: rating) 12. Tools (drills, welding machines etc) 13. Specially manufactured or imported products, used or damaged Goods 14. All festive lights (seasonal products/ out-of-season) 15. Fluorescent light tubes 16. Cable Trunking (except when exchanging for different colours or sizes)
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If Goods are found to have left the premise in a good condition, the franchisee will be informed, and further action can be taken depending on which delivery method was used. To assist in the clarification of the 'Repairs/ Returns Policy' processes, the detailed list below outlines how certain Goods will or will not be processed. Request for return of Goods that will not be accepted or authorised: A return number will be issued on a replacement basis (i.e., contactor for contactor) in the same category, but the units have to be in resellable condition. No credit will be passed for items bought on promotion.

Drivers are not allowed to return stock without a return number.

Goods must be returned by the Customer within 6 (six) months after delivery/collection if such Goods are found to be defective. If upon inspection and/or testing by ACDC Express the Goods are not defective, then a handling fee will be charged to the Customer. Customers will be notified and thereafter must inform ACDC Express within 14 (fourteen) days how they want the Goods to be returned. In the event that the Customer does not inform ACDC Express of the above, the Goods shall be disposed of, and no credit will be issued.

No broken or damaged stock can be returned if the defect in the Goods results from normal wear and tear, negligence, user abuse, incorrect usage of Goods, electrical surges or sea corrosion, failure to adequately care for Goods and technical specifications and generally fit for its intended purpose, does not suit you. Customers using couriers are urged to take pictures of stock before dispatching with a courier and mail pictures to the relevant ACDC Express department. Customers are to inspect Goods upon purchase.

BY ORDER OF ACDC EXPRESS MANAGEMENT

Returns & Refunds Policy Consumers
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ACDC
EXPRESS
EVERYTHING ELECTRICAL