

## **SERVICE TERMS AND CONDITIONS**

These conditions apply to the return of any product sold by POLAR, either for repair, replacement or for credit. By returning your product to POLAR you agree to be bound by the terms and conditions set out below. When you request an RA number via our website, POLAR's standard Terms and Conditions apply in addition to these conditions.

### **1. Prior to returning product to POLAR**

#### **1.1. Requesting an RA number**

All returns must be booked in online prior to the product being returned to POLAR's premises and all supplied paperwork must be attached to the outside of the shipping box.

#### **1.2. Fault Testing**

All units must be tested and all faults reproduced prior to the product being returned to POLAR. If a product is returned to POLAR and found not to be faulty then an inspection fee (£15 ex VAT) and return carriage charges (£15 ex VAT) will apply. Full details of tests carried out must be listed on the online form and POLAR reserve the right to charge the standard inspection fee for any product that is returned without being tested first, and/or without the testing details noted on the online returns form.

#### **1.3. Accuracy of information provided**

POLAR will only process returns based on the information submitted on the RA request form. If the submitted details are not accurate or incomplete, POLAR reserve the right to refuse to process the product returned and the product will be returned to you as received. Any extra costs incurred in this instance must be paid by you prior to POLAR returning the product back.

#### **1.4. Returning Products for Credit**

Any product returned to POLAR for credit must be in its original packaging, in new condition and with all supplied accessories included. A copy of the original POLAR invoice number must also be provided on the RA form. All credits are at the discretion of POLAR and POLAR reserve the right to refuse, repair (where applicable) and return any product that is not returned under these conditions.

### **2. Returning product to POLAR**

#### **2.1. Return to Base Warranty**

All warranties supported by POLAR are return to base warranties. All products must be returned to POLAR as per the instructions outlined in the online RA request form. All shipping and packaging must be arranged by the customer.

#### **2.2. Packaging**

All products must be returned to POLAR in the original packaging supplied with the product. In the instance that this is not possible, it is your responsibility to ensure the product arrives safely with POLAR and the supplied packaging is sufficient for the return journey. POLAR will retain your packaging and this will be used to return your product. POLAR are not responsible for any damage that occurs during the shipping of your product due to insufficient packaging.

#### **2.3. Products returned without an RA number**

Any product returned without an RA number visible on the packaging will be stored for 1 week. If no RA number is provided in this time the unit will be disposed of according to WEEE regulations.

### **3. Warranty and Exceptions**

#### **3.1. Warranty Faults**

Only faults that are caused by a manufacturing defect within the products warranty period will be covered under warranty. Any damage sustained by user error, misuse or physical damage (including, but not limited to Force Majeure) to the unit will not be covered by warranty. If a unit is returned to POLAR and found to have a defect not covered by warranty (or no defect at all) then this will be treated as non-warranty and the standard inspection fee and return carriage charges will apply in addition to any costs involved in the repair of the product.

#### **3.2. Modification/dismantling of the unit**

POLAR reserve the right to refuse to repair any equipment that has (without limitation) been subject to dismantling, repairs or modifications not authorised by the manufacturer or any applicable serial number has been defaced or removed. Unauthorised tampering, dismantling or repair of a product automatically voids the manufacturers' warranty.

### **3.3. Replacement Products**

POLAR will repair and return any product that is returned under warranty. Under certain circumstances it is necessary for POLAR to replace the unit instead of providing a warranty repair. This is at POLAR's discretion and POLAR reserve the right to repair and return any unit that is covered by warranty; there is no obligation for the product to be replaced.

### **3.4. Products Purchased outside the UK**

Warranties only apply in the country in which the product was purchased. POLAR will not cover the warranty repair or replacement of any unit that was not purchased within the UK. POLAR are only obligated to cover the cost of the return carriage of any product repaired or replaced under warranty back to a UK address.

### **3.5. Warranty on replacement products**

If a product is replaced under warranty by POLAR, the warranty period still starts with the date of the original sale. A new warranty period is not started with the replacement of a product.

## **4. Charges and Estimates**

The following section covers all repairs that are deemed not to be covered by the manufacturer's warranty.

### **4.1. Inspection Fees**

By accepting our terms and conditions, you accept that there will be an inspection fee applied to all returns that are deemed not to be covered by the manufacturer's warranty. These fees must be paid before any product can be returned by POLAR.

### **4.2. Labour Charge**

All labour charges are billed in 15 minute increments, with a minimum of 15 minutes on all repairs that are not covered by the manufacturer's warranty.

### **4.3. Return Carriage**

All return carriage charges for units that do not have a manufacturing defect must be covered by the customer. POLAR charge a £15 return carriage and admin charge on all repairs not covered by the manufacturer's warranty.

### **4.4. Repair Estimates**

There are instances where POLAR may not be able to complete the repair for you for the estimate provided. In certain instances, carrying out a repair as estimated will show more complex than/different faults from what were originally diagnosed. If this is the case POLAR will contact and discuss this issue with you directly.

### **4.5. Storage of Repairs after estimates**

Limited storage for repairs is available at POLAR. Repairs that have been quoted will be held for 14 days for your acceptance/refusal. After this period all units will be disposed of according to WEEE regulations and all inspection fees must be paid in full.

## **5. Warranty of Parts and Labour**

### **5.1. Service Warranty**

For all repairs, POLAR warrants that services performed will conform to their description for 90 days from the date of service.

### **5.2. Spare parts (fitted to a repair)**

Spare parts fitted by POLAR have a warranty period of 90 days. The standard warranty terms apply to these parts and do not include the parts being tampered with, removed or damaged through customer misuse.

### **5.3. Spare parts (supplied as parts)**

There is no warranty on spare parts supplied individually. If a spare part which was sold in the last 90 days is deemed faulty after being fitted, the whole product that the spare part has been fitted into must be returned to POLAR for inspection. If upon inspection POLAR find the specific part to be faulty it will be replaced and the working unit returned to the customer. If the fault is not with, or limited to, the part supplied by POLAR then the repair will be treated as a non-warranty repair and will be chargeable. All costs incurred must be paid for in full prior to the product being returned.

## **6. Un-repairable Items**

### **6.1. Un-repairable items**

POLAR will always endeavour to repair your unit. However, in certain instances the repair of non-warranty products is uneconomical and POLAR will offer a suitable replacement for a discounted price. All inspection fees will be waived upon acceptance of the replacement product.

### **6.2. Return to Manufacturer repairs**

POLAR will always endeavour to repair your product in house, but on occasion it is necessary to refer the product back to the manufacturer for a specialist repair.

### **6.3. Refusal of repairs**

POLAR reserve the right to refuse the repair of any product that is deemed to be non-warranty at their discretion.

## **7. Timescales**

### **7.1. Timeframes for Repairs**

Any timeframe given for the completion of a repair is an estimate and subject to change. POLAR will endeavour to repair your unit as soon as possible but will not be held liable for any delay in the completion of the work.

### **7.2. Start of warranty period**

The warranty period starts with the sale to the end user. When returning a product for a warranty repair, the proof of purchase (with the serial number clearly stated) must be provided to POLAR on the RA form. If a product is returned to POLAR without the serial number listed on the proof of purchase, POLAR reserve the right to take the start of the warranty period as the date the unit was sold by POLAR.

### **7.3. Out of Box (14 Day) failures**

Any unit that fails within 14 days (two weeks) of receipt from POLAR, can be returned to POLAR for replacement. Any unit sold by an authorised reseller that fails within 14 days can be returned to POLAR for replacement, as long as the proof of purchase is provided with a serial number (where applicable) and sale date clearly listed. If a product is returned to POLAR without the serial number listed (where applicable) on the proof of purchase, POLAR reserve the right to start the warranty period at the date the unit was sold by POLAR. The unit must be returned to POLAR in new condition and in its original packaging.

## **8. Loan Equipment**

### **8.1. Loan Equipment**

POLAR does not provide a loan or hire unit to cover the time that the customer's unit is at POLAR for repair.

### **8.2. Advanced Replacements**

POLAR does not offer advanced replacement units. POLAR reserve the right to repair and return any unit received as faulty, regardless of whether a second unit has been purchased as a replacement.

### **8.3. Loss of Earnings**

POLAR are not liable for any loss of earnings due to the failure of any equipment supplied by POLAR or an authorised reseller.

## **9. Second Returns**

### **9.1. Second Returns Carriage**

Any unit that is received as still faulty must be returned to POLAR for inspection within 14 days. If upon receipt the repair work/ spare part used is found to be defective with the same fault, POLAR will raise a credit for up to £10 ex VAT to cover the return carriage. A receipt of the carriage charge must be provided with pricing for POLAR to credit this back.

### **9.2. Warranty of Second Return**

Any unit that is received as still faulty must be returned to POLAR for inspection within 14 days of receipt. If the repair work/ spare part used is found to be defective with the same fault, POLAR will cover the repair of this under warranty and return the product to you. If after further inspection the fault is found to be different from the original fault, the standard warranty period will apply and any inspection fees and return carriage must be covered in the case of non-warranty repairs.

### **9.3. Original Repair reference**

POLAR can only treat the second return of a product as such if the original repair details have been provided. If a unit is returned for a second time and the original reference is not provided on the RA request, POLAR will treat this as the first return of the product.

**AGREEING TO THE TERMS AND CONDITIONS**

By agreeing to the POLAR terms and conditions you agree that all charges outlined on our website, online form and terms and conditions will apply to your repair. These charges must be paid before any unit can be returned to you.