**KMC RETURN POLICY**

**KMC- Unit 1b, Copthall Farm, Breakspear Road South, Uxbridge, UB10 8HB**

We hope you are happy with our products but if you find that they do not meet the specification and/or are not of a satisfactory quality, we offer an **Advance Replacement Service (ARS),** whereby KMC will provide a like for like replacement, new product to you.

The original product must then be returned to KMC, for investigation.

See below for full details of our return policy.

**Return Process**

The faulty/unsatisfactory product must be reported to the KMC Technical Line on 01895 292200 within 48 hours of receipt.

The **ARS** will be initiated upon a remote faulty diagnosis by KMC and a replacement will be sent promptly.

KMC will provide a Return Merchandise Authorization (RMA) number to be included in the return of the original faulty/unsatisfactory product. Send to KMC at the above address using the packaging from the replacement product. The return must be received, complete and within 28 days of the initial fault report.

**Note:** The sender will be responsible for all return shipping charges. We recommend that you use a tracking method.

Once your return has been received, we will make an inspection and report to you that we have received it.

We will then provide a resolution depending on the outcome of our investigation.

**Remedies**

Please allow at least 30 days from the receipt of your return for us to complete the investigation process. We will notify you by email when your return has been processed and let you know both the outcome of the investigation and the resolution status.

* If the product is found to be faulty, no further action is necessary.
* If the product is found to be either out of warranty or damaged after being dispatched by KMC you may wish to have the items disposed of by us or returned to you at your cost.
* If there is no fault found we will return to you at your cost and charge in full for the product.

22/11/21