



Regal Beloit UK Ltd

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YOUR REF.

OUR REF.

DATE

Warranty / Returns Procedure

All products are covered by a manufacturers' 12 month warranty.

Returning of Goods Suspected to be Faulty:

Please contact Regal Beloit should you wish to return an item that you or your customer suspect to be faulty, a returns note will be issued (RAN) which is to be filled and enclosed with the returned item(s).

*Please note - In case Regal Beloit are required to collect an item(s), we will do so from the original point of delivery. The item(s) will be delivered to our closest repair facility where the Warranty assessment will be carried out. If proven to be to a valid warranty claim due to a manufacturing fault the item(s) will be repaired or replaced and delivered back to the original delivery point.

*Please Note – The customer will bear full responsibility for the safe packaging of any items being returned. Any item damaged due to insufficient protection and/or packing will be rejected by Regal Beloit and warranty assessment will not be carried out.

Returning of Unwanted Unused Items:

Same procedure applies for returning unwanted unused items, Regal must be contacted for returns note (RAN) which is to be returned with the item(s). All orders for non-standard / modified motors should be thoroughly considered prior to order placement as these cannot be accepted back.

*Please Note - Regal Beloit reserve the right to charge a restocking / handling fee as well as original carriage charge on all returned unwanted and items, this is typically a percentage of the original order value.



Warranty Assessment:

To be considered for Warranty assessment the item must be in its complete original condition and must not be disassembled, items received disassembled or with missing parts will be deemed as invalidating the warranty and will be rejected.

Upon arrival item(s) will be tested and results compared to details provided in the RAN, our findings will be summarised and provided in the form of a letter or email. Should the item be accepted back under warranty either a credit note will be raised or the item(s) replaced.

If the item is not accepted under warranty the original invoice will be payable. Regal Beloit do not accept any third-party invoices for unauthorised inspection and/or repairs.

Goods Delivered Damaged:

The contents of all consignments should be thoroughly checked upon arrival, any damage to consignments should be signed for as damaged or refused at time of delivery. Should inspection not be possible at that time of receipt, goods should be signed as unchecked and any damage found reported to Regal within one hour.

Carriers will not accept liability if a consignment is signed for as "Received in good condition".

It is the customer's responsibility to inform your customers about these procedures when you ask Regal Beloit to deliver consignments to your customers direct on your behalf.