

BRYSON ELECTRICAL RECYCLING TERMS AND CONDITIONS

REFUND POLICY

1. Any damage or fault found on items purchased must be reported to us as soon as reasonably possible. A refund will only be given if the goods are found to be faulty at the time of purchase.
2. The responsibility is with the purchaser to ensure that the goods purchased are of dimensions which will fit into their property. If the goods are found not to be of the correct dimensions, they will be returned to Bryson Electrical Recycling and a credit voucher issued less a £10.00 handling fee.
3. If we are unable to deliver items, due to the customer not being available when we arrive, then the goods will be returned to Bryson Electrical Recycling and held in our warehouse for one week. If the customer does not organise a redelivery within this timescale, then the goods will be put out for resale. If a redelivery is arranged, there will be a £10.00 redelivery charge. We will only redeliver to a property once. *If you purchase your item from a charity store, their delivery and redelivery charges may vary.*

GUARANTEES

These T&C do not affect your statutory rights under the Sale of Goods Acts 1979 et seq.

1. All electrical goods sold by Bryson Electrical Recycling are guaranteed for the period stated on the appliances and invoices (6 months white goods, 3 months TV's), so long as they have been installed correctly, used in accordance with supplied instructions, and have not suffered accidental damage. If a customer chooses to transport the goods themselves, they risk voiding the guarantee; any damage which occurs in transit will not be covered by guarantee.
2. We recommend that all appliances are installed by a suitably qualified person and that no extension leads are used for electrical appliances.
3. If an electrical item is found to be faulty within the guarantee period, we will endeavour to repair the fault in your home. If this is not possible, it will be returned to our workshop for repair. If the item is deemed not to be repairable, then a replacement item of a similar standard will be provided. The guarantee on the

replacement product will run from the time the original machine was purchased. Any refunds will be at the discretion of Bryson Electrical Recycling.

4. Our guarantee covers:
 - Domestic use
 - Defects in materials or workmanship
 - All parts and labour charges incurred by Bryson Electrical Recycling and arising from a valid claim under this warranty

5. Our guarantee does not cover:
 - Normal wear and tear
 - Damage caused by inappropriate use and Non-Bryson delivery
 - Business use
 - Hoses, rubber washers, cooker timers and ignition systems
 - Insurance losses, i.e. loss of food due to freezer breakdown
 - Routine maintenance, i.e. detergent accumulations in washing machine soap drawers or flint in tumble dryer filters
 - Costs other than those authorised by Bryson Electrical Recycling

6. Service callouts are currently Tuesday and Thursday only.

7. If you arrange a service visit and there is no one available when we call, a £25 service charge will be issued.

8. If we are called out within the guarantee period, and find no fault on the appliance we will charge a £25 call out fee.

9. If a fault occurs outside the guarantee period we will charge £25 per hour plus parts to repair the item.

10. If you need to contact us we will need to know the following:
 - Your name, address and postcode
 - Your telephone number
 - Clear and concise details of the fault
 - The reference number from your purchase receipt, invoice or Bryson sticker on the back of the appliance
 - The place and date of purchase

Our opening hours are Monday to Thursday 9am – 5pm, Friday 9am – 4pm. If your call is outside these hours please leave a message and we will contact you the following working day.