

Returns Policy



Introduction

Trent Control Panels Limited is committed to providing our customers with quality products and service. If for any reason the customer is not happy our items come with a 30-day return to supplier.

Some of our products may have specific return guidelines or be ineligible for return. These details can be found in the product description or upon purchasing you will be made aware of this.

Unused/Unwanted Goods

If you are not satisfied with your purchase, under most circumstance we will accept returns of unused and undamaged products within 30 days of their original purchase date, due to the nature of our products a restocking fee will apply of 15% of the product total cost.

The customer must complete an official 'Return Form' provided by Trent Controls Panels and return the goods with this form completed in the packaging. To receive this form the customer must email accounts@trentproducts.com.

The customer must return the goods in original packaging and free from damage, in the case of damaged goods or packaging the customer must inform the supplier immediately. Please be aware this could impact your refund.

Any returns are to be at the expense of the customer unless this has been agreed by the supplier and must be sent back in reasonable packaging.

All good are thoroughly checked and tested when returned to the supplier and a decision will then be made within 10 working days. The customer will then receive the report and a credit will be issued depending on the findings.

Damaged or Faulty Goods

All products that come with a return to base warranty must be sent back to the supplier following the above procedure.

After the goods are received, they will undergo comprehensive testing to identify any faults, a report will then subsequently be sent to the customer.

We may offer over the phone technical support/diagnosis relating to our products to help rectify the fault, however the supplier is under no obligation to do so.

Trent Controls are not a field service organisation but will be willing, under certain circumstances to attend site when needed to assist and fault diagnosis. In this circumstance a cost must be agreed and a valid purchase order given to the supplier. After attendance a full Site Visit Report will be produced and sent to the customer.