

Terms and Conditions

Control Panels

Payment

Custom built control panel/s and all new customers, and some existing customers will be subject to pro-forma payments with all due amounts to be paid before work commences. In some cases the amount for components and design will be required pro-forma with the outstanding balance due before dispatch.

If no payment is received, or the full payment is not settled, the buyer has no ownership rights to any design or components and they will remain the property of **A.M.CONTROLS**. No items will be dispatched without payment in full. No exceptions.

In any such case where a control panel is shipped before the remainder of the balance is paid, the buyer has 5 days to settle any monies due.

If the time line expires and **A.M.CONTROLS** has to send a reminder,

A.M.CONTROLS has the right to add additional costs, to cover any administration costs incurred by this.

Any difficulties with payment by any customer may result in legal action.

Shipping Policies

Shipping will be paid for by the buyer in the amount agreed upon by the seller at the time of purchase from our written quotes. If an item is lost during shipping, the total cost of item, including shipping, will be refunded to the buyer by **A.M.CONTROLS**.

Shipping costs will vary if shipping internationally. If an item is damaged during shipping, **A.M.CONTROLS** will not be held responsible; however **A.M.CONTROLS** will work with the customer to come to an amicable solution.

Refund/Return Policy

Customers are entitled to claim in whole or part from **A.M.CONTROLS** if:-

*The control panel does not meet the specifications agreed on sale, or if a control panel is unsatisfactory.

A written explanation and proof may be required before a refund or part refund will be considered.

*If a control panel/s is damaged during shipping.

The buyer must take into account the agreed specifications of the control panel/s before requesting a refund. If the control panel matches the specifications agreed by

A.M.CONTROLS and the buyer is unsatisfied, **A.M.CONTROLS** will not be held responsible and no refund will be given. Any refund will be granted on a case-by-case basis.

Warranty

All control panels sold, come with a 12 months parts warranty. This means any components that fail within the initial 12 month date from the invoice date, will be replaced by **A.M.CONTROLS** at a cost to **A.M.CONTROLS** Inc shipping.

This however, does not include fitting. The fitting/wiring of the replacement component/s will be the end users responsibility.

Cancellation

Orders may be cancelled up until payment has been processed. Once payment has been processed, the buyer is responsible for payment.

Complaints

Any complaints about items or sellers may be sent to our support team: alec.miller@amcontrols.org or (+44) 1943 472005. There is no guarantee of a resolution. Each case will be looked at individually.

Legalities

* **A.M.CONTROLS** are not responsible for any health or safety concerns once the buyer has received the control panel.

* **A.M.CONTROLS** are not responsible for any damage caused by mounting, incorrect mounting, wiring, incorrect wiring, and any damage done from external electrical equipment connected to our control panel/s, nor the external electrical equipment.

Any work done to the internals of our control panel/s, not undertaken by an employee of **A.M.CONTROLS** will immediately void all warranty. This includes mounting other components within the enclosure, and adding or modifying the existing control panel and/or its circuits.

If any damage is incurred from the control panel/s purchased by the buyer, **A.M.CONTROLS** shares no responsibility.

Each control panel will undergo **A.M.CONTROLS** FAT (factory acceptance test).

Each control panel will be issued with a test sheet and a control panel data sheet.

Each panel will be fitted with an **A.M.CONTROLS** test label internally, and a nameplate fitted externally, unless specifically requested not to by the customer.

Placing an order with us, confirms you have read and agree with our terms and conditions.

These terms and conditions are subject to change at any time without prior notice.