

# Terms and Conditions

## Control Panels

### Construction.

- 1.1: All our electrical control panels are manufactured to: **EN 61439-1** (low voltage and switchgear) & **EN 60204-1** (electrical equipment of industrial machines).
- 1.2: All equipment used will be to **I.E.C/EU** standard and/or **BRITISH STANDARD**.
- 1.3: All components shall be **ROSH/CS** compliant and will conform to **IEC/EN 60947-4-1**.
- 1.4: All our work will be done in accordance with **IEE regulations** for electrical installations and in compliance with **EN 60204-1**.
- 1.6: The construction of the control panel will be to **EN 60204-1/EN 61439-1** & supported by our construction file.
- 1.7 All our works comply fully with statutory regulations including the health and safety at work act.
- 1.8: Our control panels come with an EU certificate of conformity.
- 1.9: Programming of components such as PLC's/inverter parameters/soft starts/data loggers etc are not the responsibility of AMC. These are the installers/end user's responsibility unless stated in the quotation.
- 1.10: Any overload settings will be set to default. They need to be set by the installer/end user once all motors are connected.

### 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](mailto: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 on the control panel including the EU certificate of conformity.

This includes mounting other components within the enclosure, and adding or modifying the existing control panel and/or its circuits.

This excludes cable gland entries.

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

**A.M.CONTROLS** will not be liable for any refunds/claims through loss of production in an event of a breakdown of a component within the control panel, and/or any equipment connected to it.

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

Each control panel shall be issued with its own design and/or wiring schematics, a test certificate, an EU certificate of conformity and instructions and guidelines. These are in our technical document and are available to be viewed by the relevant regulating authorities.

Each panel will be fitted with an **A.M.CONTROLS** test label internally, a nameplate externally, unless specifically requested not to by the customer, and a CE label containing a date of manufacture and stating EN61439-1.

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.