

## Sales Memo

From Danfoss Ltd

Date: March 2020

## Updated Returns Procedure

Please find below details of the return's procedure and new address for your reference.

Before you return any goods under warranty back to Danfoss you must request an RMA (Returns Materials Authorisation) number. If products are received without an RMA number, the products will be returned to you and recharged at your cost.

The process for requesting an RMA is as follows:

- (1) Contact first our Customer Service Team via the following email address:

[customerservice.uk@danfoss.com](mailto:customerservice.uk@danfoss.com)

- (2) Request RMA (Return Materials Authorisation) number.
- (3) Please confirm by e-mail the list of products which you wish to return.
- (4) Once assessed and agreed by our Customer Services Team, Danfoss will allocate an RMA to your request, a copy of the RMA note will be sent to you by return, **this note should accompany all the items agreed for return by Danfoss.**
- (5) Please return the goods to Danfoss for the attention of:  
**Danfoss Returns, Rex Brown Ltd, Unit 1 Lawford Heath Industrial Estate, Long Lawford, Rugby, CV23 9EU**

Goods must be received within 21 days on receipt of the RMA

- (6) If more than one box of products is returned, please ensure that **all boxes** are suitably marked with their RMA reference number. (together with any additional reference number you wish to identify the goods with)
- (7) Any products received with parts missing will not be credited unless agreed prior to return.
- (8) Controls packs: please return the complete control pack for credit, any items missing will result in the pack not being credited.
- (9) All products returned, and where confirmed by Danfoss as faulty, within the agreed warranty period, will be authorised for credit or replacement.

- (10) Please note that items returned as an intended stock cleanse will not be authorised for credit and will be stored awaiting your instruction for re-collection or re-delivery at your cost.
- (11) Please advise when requesting the RMA the minimum and maximum number of pallets that will be returned or collected. Smaller items and single small quantities can be returned via the postal or chosen courier service.
- (12) DEVI underfloor heating mats and cables warranty claims are not covered under the above process. DEVI mats and cables warranty claims require a report by an authorised DEVI repair company and any faulty product will need to be returned to our factory for testing.

**Danfoss Ltd.**

Heating Segment  
Capswood, Oxford Road  
Denham  
Buckinghamshire  
UB9 4LH

[www.heating.danfoss.com/en-gb](http://www.heating.danfoss.com/en-gb)

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