

## Warranty procedure

### **Step 1**

Prior to the warranty claim we ask you to read the general warranty terms & information.

### **Step 2**

We assume that you have read and followed the installation instructions. These installation instructions are provided in the purchasing process both digitally and on also on paper supplied with the product at purchase. Check whether these instructions have been followed accordingly.

### **Step 3**

When you call the customer service you will be given an R.M.A. number for your request. A possible decision can be made to repair or replace the article immediately.

### **Step 4**

You should now fill in the warranty request form completely and send it by post, fax or e-mail to us.

#### **For account customers :**

If the warranty claim form is not fully completed and received within 14 days after sending a replacement item, then it should be paid in full. An invoice will be sent out together with the warranty part. When warranty is given the invoice will be credited.

#### **None account customers:**

If the warranty claim form is not fully completed and received before a replacement part will be sent, then shipping always takes place under C.O.D. Only when the warranty is given , the invoice is credited and the amount refunded.

### **Step 5**

The warranty for registered part should be returned to Topcats.

Warranty parts can only be returned after the completed " Warranty request form" is provided to Topcats.

When an item is returned without the warranty request form being completed , the product ( when the form is not supplied) will be returned after 2 weeks. You will need to go through the warranty procedure again.