

Prism Returns Policy

Warranty

A one year warranty period is applicable for all Prism cabinets and cabinet accessories. Electrical items are also subject to a 1 year warranty policy. Please contact the Customer Services for further information.

Items Faulty on Arrival

In the unlikely occasion of a faulty product arriving on site, please contact the Prism sales office to report the issue. This must be done within 48 hours of goods being delivered, to enable us to send out a replacement.

Un-wanted non-faulty items/ordered in error can only be returned in their original packaging complete with all accessories and documentation. The Returns reference number must be detailed on the outside of the product. Products will not be accepted back to Prism if no authorised RMA number has been issued.

A collection charge will be quoted if you wish to return goods which have been ordered in error, however if an alternative return method has been chosen, the goods will be thoroughly reviewed for damage before acceptance of the goods. Once we have verified the fault, we'll issue a replacement or full refund however if we inspect the returned items, and it is found not to be faulty by our technicians we will return the item to you, in this instance you will be liable for the return carriage charges.

Items Faulty within Warranty Period

If any of your purchases develop a fault, and it's more than 28 calendar days since receipt, then provided your item is within its warranty period, you are entitled to a warranty repair. In some cases, manufacturers provide a specialist full on-site service and/or telephone help facilities for your convenience which we recommend you use in order to correct the fault quickly. For business customers all warranty repairs after 28 days of receipt are referred directly to the manufacturer (unless otherwise stated).

Warranty does not cover the misuse, physical abuse or misapplication of the cabinet including relocating a populated cabinet.

Warranty is void if the product has in any way been modified by the customer.

Warranty is good for 28 days from delivery date of product, unless otherwise stated.

Cancellations

Customers have the right to cancel and return a standard order within 14 days of delivery. Subject to a 30% restocking and collection fee, however the goods must be in their original packaging.

Please note: Only Black cabinets can be returned. Bespoke colours are non returnable

All cancellations must be provided in writing using the "Prism Returns Application Form" and sent to the following email address: customerservices@prismdcs.co.uk within 14 days of delivery.

Please note: Prism will not authorise any returns until the Returns Application has been returned in full and an RMA number raised. RMA numbers are valid for 7 days.

Damaged Goods

All damages must be reported to Prism within 48hrs of delivery with photographic evidence.

All goods must be checked at the time of delivery, if a clean POD has been provided then we are unable to accept responsibility for any damages reported after the event.

Missing Goods

All missing items must be reported to Prism within 48hrs of delivery.

Please note all goods must be checked at the time of delivery, if a clean POD has been provided then we are unable to accept responsibility for any damages/missing items.

Deliveries & Missed Deliveries

Please note that a Prism Standard UK Mainland Next Day Delivery Service can be completed, anytime between 07:00-18:30, Monday to Friday. If customers have restricted opening hours and are not able to accept delivery during this time, then we would recommend a premium delivery service is purchased from the list below to avoid disappointment and any re-delivery charges.

Premium Delivery Services:

- Pre 10:30 (delivery between 07:00 – 10:30)
- Pre 12:00 (delivery between 07:00 – 12:00)
- Standard Next Day (delivery between 07:00 – 18:30)

For full details on our delivery charges, please contact the Prism Sales Office.

Due to insurance restraints all deliveries are made kerbside/reception/loading bay only. For positioning or onsite assembly of cabinets, please contact Prism Sales office for a quotation.

Once a delivery has been signed for we are unable to accept responsibility for any damage. We strongly advise that all cabinets are unpacked and checked before signing for them.

Non Standard/Bespoke Products and Call Offs

Due to the individual nature of our non standard products all cancellations must be made in writing within 24hrs from date of order.

Please note we are unable to accept any cancellations after this 24 hour period, as production would have commenced and non standard materials may have been ordered. So we advise you to contact the Prism office as soon as possible to arrange cancellation if required, otherwise they will be non returnable.