

01 RETURN REQUEST INITIATION:

Customers must contact apg Customer Relations or Product Management via the appropriate regional contact below to initiate a return request:

UK: +44 1273 616 300

France: +33 1 39 73 40 42

Germany: +49 2103 41 70 900

Spain: +34 918 023 594

Email: customer.relations@apgsolutions.com

An RMA (Return Merchandise Authorisation) case will be logged, and a unique RMA number will be issued via phone or email.

NEW FLAT RATE REPAIR SERVICE:

FLIP LID	£90	105€
SLIDE OUT	£110	130€
NO FAULT FOUND	£75	90€

02 INITIAL FAULT DIAGNOSIS:

An apg Product Management representative will contact the customer to perform an initial problem assessment.

- If the issue is resolved remotely, the RMA case will be closed.
- If the drawer needs to be returned, **Customer Relations** will provide:
 - An RMA form (must be printed and included with the return)
 - The correct return address for shipment

Please note: Customers are responsible for shipping costs to apg.

03 REPAIR & WARRANTY EVALUATION:

Returned units are inspected at the **apg Newhaven Repairs Department** to determine warranty eligibility.



IF THE ISSUE IS COVERED UNDER WARRANTY:

- The drawer will be repaired at no cost.
- apg will cover the cost of return shipping.
- Customer Relations will confirm the repair and return timeline.



IF THE ISSUE IS NOT COVERED UNDER WARRANTY:

- Repair costs (parts and labour) will be provided for customer approval.
- No repairs will be carried out without prior authorisation.
- Upon approval, apg will proceed with the repair and cover return shipping.

If repairs are declined, the unit will be returned at the customer's expense or scrapped upon request.

IMPORTANT NOTES:

- Only Legend series drawers are repairable.
- ECD and Genesis drawers are not eligible for repair.
- Physical damage (e.g. to metalwork) is not covered under warranty.
- Do not send any units without a valid RMA number.
- All repaired units include a 3-month warranty.
- smarttill cash management solutions are excluded from this process.
- Ensure the RMA form is included in the box with the drawer.
- Turnaround time for repaired units: 10 working days.