



Record Direct 12-Month Warranty Claim Process

Please follow the stages below when making a warranty claim

1. Customer to contact one of our Technical Managers

Chris Downes (Northern Technical Manager) - 07714 499777

Darren Lloyd (Southern Technical Manager) - 07581 749105

Please try to make contact whilst on site or when the problem is identified as quite often issues can be resolved over the phone.

2. If the issue cannot be resolved at stage 1, please contact orders@recordukdirect.co.uk, inform us of the issue and faulty part and quote your original order number.
3. Once stage 2 is complete, a warranty case number will be issued via email with two options (see below), please note that a case number will be required for both options.
4. The warranty case paperwork is sent to the customer via email for the customer to then send it back along with the faulty item to the below address within 21 days. Please ensure that the correct case document is attached to the correct item for ease of identification.

Jack McLellan,
Record Direct, Unit D, 9 Watt Place,
Hamilton International Park, Blantyre, G72 0AH

Option 1 - A replacement will be sent out chargeable the same day and once the customer has sent the suspected part back and proves faulty, then a credit will be issued. If the part isn't faulty, then the invoice stands, and the part will be sent back to the customer

Option 2 - Customer sends the part back for testing and if proven faulty then a FOC replacement will be dispatched, if the part isn't faulty then it will be returned to the customer.

5. Once received, the part will be tested and the customer will be contacted and advised what the findings were and either a credit will be raised, a replacement sent out FOC, or a non-faulty part will be sent back to the customer and the case will be closed.

Thank you for choosing Record Direct, we will always try our hardest to provide the best possible service to our valued customers