

Wholesaler/Distributor Returns Policy

As a Wholesaler or Distributor, you purchase products directly from myenergi and sell them to your own customers.

Any issues with our products can often be resolved on-site with the help of our Technical Support Team and we encourage all customers and installers to contact myenergi first before returning products to you. However, we know that this isn't always possible and you may wish to return a product to myenergi, under the terms of our product warranty, if you've accepted it back from your customer due to a reported fault or defect.

If you wish to make a warranty claim, please follow these guidelines so that we can process it efficiently:

Check Eligibility for a Return Under Warranty.

Ensure that the reason for return is covered under the myenergi Product Warranty and that you're returning the product to us within one month of any issue having been identified.

Download and complete the "Warranty Claim - Product Details" Form.

Use the form found on our help centre article "[Wholesaler/Distributor Returns Policy](#)" and provide us with the following information for each product being returned:

SKU
Serial Numbers
Reason for Return
Name of company returning the product to you
Date of return to you

This completed form will need to be uploaded in the next step when submitting the 'Warranty Claim Request' form via our help centre support.myenergi.com

Submit a 'Warranty Claim Request' Form.

Use the form found at support.myenergi.com to notify us of your warranty claim request and provide your contact details. You will need to upload the 'Warranty Claim - Product Details' form you completed in the previous step before submitting your request and any related Debit Note.

You will receive a 'Warranty Claim Reference No.' via the email address you provided. This reference number should be quoted on any subsequent related contact.

Return the Products to myenergi

Ensure that all product return shipments are sent to the following address:

Warranty Returns

Warranty Claim Reference No.

myenergi Ltd

Pioneer Business Park, Faraday Way, Stallingborough, Grimsby, DN41 8FF

- ⚡ Please ensure that each product and the whole shipment, is clearly labelled with the 'Warranty Claim Reference No.' received after submitting the 'Warranty Claim Request' form.

We'll let you know when we've received your product return shipment and we'll aim to let you know the result of our assessment within 10 working days.

Where we agree that the product(s) is faulty or defective and covered under our product warranty, we'll despatch a 'like-for-like' replacement(s) to you. Any products not found to be faulty or defective will be returned to you. A Credit Note to cover carriage costs for any faulty or defective products will be issued to you.

Please direct any queries regarding these guidelines to your Account Manager or our Technical Support Team

IMPORTANT - Failure to include the provided 'Warranty Claim Reference No.' with your return shipment will delay the processing of your warranty claim and the subsequent receipt of any replacement product.