PACKAGING AND RETURN PROCEDURE

This instruction is for the return of Hope lighting systems which include a lithium ion battery and are less than two years old with a proof of original purchase. If you have already contacted our service and warranty department to confirm that your faulty item is acceptable to return, then you will have received this instruction along with a UN approved box which must be used to package the items. Always send the complete system, including lamp unit, battery pack and charger to allow us to test all components.

ASSEMBLY

Assemble the UN approved box and apply tape securely to the base of the box.

PACKAGING

The battery terminals must be covered or isolated before packaging to ensure there is no chance of short circuit during transit. Where possible, use the vinyl battery terminal cover that was supplied with the battery from new. If this is not available, use electrical insulation tape to completely cover the terminals.

Secure the equipment against movement within the UN approved box and against accidental activation. Wrap the items in bubble wrap or suitable cushioning material and place them upright in the UN approved box and make sure they are not loose so they cannot move during transit.

No more than three lithium batteries are allowed per parcel along with the appropriate lamp unit to ensure compliance. If you need to return more than three lithium batteries, they must be sent in separate UN approved boxes. Our service and warranty department will advise on the correct way to deal with this.

LABELLING

The sender's name and address must be visible on the outside of the box. Apply the UN lithium battery handling label that was sent with the box, as shown below. Please ensure that you do not cover the UN code on the front face of the box.

UN 3481
For more information call: +44 (0)1282 851400