

The Renewable Solutions Provider
Making a World of Difference

Mitsubishi Electric

Merchants Support & Delivery Information



Air Conditioning | Heating
Ventilation | Controls

ecodan[®]
Renewable Heating Technology

This brochure aims to provide you with information on our comprehensive range of services and help make the purchasing of our equipment quick and easy.

Contents

- Placing an Order
- Pre-Sales Technical Support
- Delivery Guidelines
- POD (Proof of Delivery)
- Damaged Goods on Arrival
- Aftersales Technical Support
- Returns
- Spares
- Warranty



Delivery Guidelines

Delivery Type	Cost (£) Excluding VAT
Palletised Delivery - Weekday Next Day Delivery - Between 8:00am and 5:30pm:	Free of charge
Palletised Timed Delivery AM Delivery - Weekday: PM Delivery - Weekday: Timed Delivery - Weekday: Saturday / Sunday Delivery:	£35.00 £35.00 £200.00 Requires 2 working days notice POA Requires 3 working days notice
Parcel Delivery Next Day Delivery - Between 7:00am-7:00pm: Pre-10am Delivery - Weekday: AM Delivery - Weekday: Saturday AM Delivery:	Free of Charge £25.00 £20.00 £25.00
Special Vehicles (Flatbed / FORS / specific sized vehicles) HIAB - vehicle with lifting arm (Weekday / Weekend): Other Special Vehicle Weekday Delivery (Inclusive of 7.5/3.5T): Saturday / Sunday Delivery:	£500.00 Requires 2 working days notice POA Requires 2 working days notice POA Requires 3 days notice
Specialist Services 2 Man Deliveries Weekday:	POA Requires 2 working days notice
Collection available from Milton Keynes or West Hallam Warehouses (Requires 2 hours from order acknowledgement)	

*Request via sales office **See note 3

Notes

- 1 Standard delivery will normally be made on an 18T rigid lorry equipped with a tail lift and a single driver with a pump truck. Other vehicle types will be utilised dependant on any site access issues and/or size. If there are access restrictions at your nominated delivery point and a vehicle other than an 18T lorry is required, this will need to be booked in advance and a charge may apply (See Special Vehicles). Our Text Ahead function is available on all deliveries excluding offshore deliveries. Any damages or missing items must be noted on the POD on acceptance of a delivery.
- 2 Please note some of our products must be delivered via a HIAB or Special Vehicle due to their size. Please contact your local sales office for full details. Where this is defined - charges will not apply. (See HIABS)
- 3 Amendment to or cancellation of orders after 1:00pm on the day of the order release may be subject to additional charges if picking and loading of the order has already begun.
- 4

Weekday Palletised Deliveries = 8:00am to 5:30pm	AM Palletised Delivery = 8:00am to 12:30pm
PM Palletised Delivery = 12:00pm to 5:30pm	Parcel Pre-10am Delivery = 7:00am -10:00am
	Parcel Deliveries = 7:00am-7:00pm
- 5 'Time Specific' is a requested delivery time plus or minus 60 minutes.
- 6 Collections can be made by prior arrangement from our warehouse in Milton Keynes or West Hallam. A valid collection number is required and all collections will require a minimum of 2 hours from order acknowledgement for picking and packing. It will be your responsibility to arrange transport and to ensure that a suitable vehicle is used. Customers must provide their own PPE which must be worn for any warehouse collections.
- 7 2 man deliveries and deliveries into a building - both available upon request, subject to an additional fee. Please contact your local sales office for more information.
- 8 Any delivery dates given by Mitsubishi Electric are estimates only and are subject to change.
Whilst Mitsubishi Electric will make every effort to meet the delivery dates, Mitsubishi Electric does not accept any liability for any delays and/or loss for failure to meet any delivery date. Customers are encouraged not to enter into any commitments that are dependent on the estimated delivery dates until in receipt of the ordered goods. Customers agree and acknowledge that Mitsubishi Electric shall not be liable for any delay in or failure of delivery caused by the unavailability of stock and the Customer's instructions or lack of them.
- 9 Mitsubishi Electric aims to be flexible and fit in with each delivery requirement. However, should your delivery plans change once we have commenced our delivery process for picking and loading with our logistics services providers, we reserve the right to apply additional charges to cover our costs of re-scheduling or cancellation. This can include costs resulting from customers re-scheduling or cancelling a delivery, refusing a delivery at site, re-directing a delivery, or amending/cancelling an order after 1:00pm on the day of order release (see Note 3).

Charges may vary subject to location of delivery.

Standard Pre-Delivery Cancellation - £150.00
Standard Re-Delivery / Re-Direction - £80.00 per pallet
Standard Delivery Refusal - £250.00

HIAB Pre-Delivery Cancellation - POA
HIAB Re-Delivery / Re-Direction - POA
HIAB Delivery Refusal - POA

Placing an Order

When you wish to place an order please send a valid purchase order (on your company headed paper) to your dedicated Merchant Sales Coordinator using the contact details below:

Telephone: 01707 282855 Email: lesmerchantadmin@meuk.mee.com

To enable us to process your order swiftly, please ensure you include the following information:

- Purchase order number
- Mitsubishi Electric quotation reference (if applicable)
- Mitsubishi Electric project reference (if applicable)
- Required delivery date or estimated date of delivery
- Full delivery address including postcode
- Site contact details and any site restrictions where necessary
- Full list of required kit and pricing
- Installer name and address

Pre-Sales Technical Support

If you require a specification, quote or technical advice prior to installation, we have a dedicated Heating Pre-Sales Technical Support team available Monday to Friday 9am-5pm who are here to help. For a specification, simply email your project plans or drawings and any additional supporting information to the team who will reply to your query within 3 working days. Please note - Mitsubishi Electric do not accept design liability, however, indemnified domestic heating designs are available via a 3rd party within 10 working days (please request via the Pre-Sales Technical Support Team).

Telephone **01707 278666 Option 3** Email ecodan.technical@meuk.mee.com



POD (Proof of Delivery)

On receipt of your delivery you will be asked to sign a POD. Please ensure that the delivery is checked and that you have received everything before you sign the documentation. If there are any discrepancies please contact your Merchant Sales Coordinator within 3 working days of the delivery on **01707 282855**.

Damaged Goods on Arrival

Delivered goods should be inspected on arrival and any damages noted prior to signing the delivery note. Should any damages be consequently discovered, please report it to your Merchant Sales Coordinator on **01707 282855** within 3 working days of the delivery.



Aftersales Technical Support

Our Aftersales Technical Support team is available 24/7, 365 days a year to answer any technical questions, queries or issues. If there is a product fault, please ask the installer to contact the Aftersales Technical Support Team whilst on site to help aid a swift and accurate diagnosis.

Telephone **0161 866 6089 (option 3)** Email **lestechhelpdesk@meuk.mee.com**

Returns

To return any products or spare parts to Mitsubishi Electric please follow these simple steps:

1. Contact your dedicated Merchant Sales Coordinator with details of your return
2. Complete a returns request form and return along with images of the unit and packaging to the Merchant Sales Coordinator
3. Our Merchant Team will arrange collection of the unit
4. Credit raised subject to inspection and approval

To be eligible for a return you must meet the following criteria:

- The goods must have been delivered to the customers nominated delivery address less than 30 days prior to the returns request
- The goods are in pristine condition and in the original sealed, undamaged and clean packaging

Ecodan product and associated equipment restocking charges are as follows:

25% of the invoiced cost up to a maximum of £450+VAT per returned consignment. Please note the final amount will be confirmed once the items have been inspected

Telephone **01707 282855** Email **lesmerchantadmin@meuk.mee.com**

Spares

Mitsubishi Electric has a dedicated spares team to help you identify the spare part you need, give you a price and availability, and then process your order through to dispatch. To help our spares team to identify the correct part, please provide the following information found on the side of your Mitsubishi Electric unit:

- Service Reference
- Serial number

Telephone **0161 866 6089 (option 2 & then option 2 again)** E-Shop - **les.mitsubishielectric.co.uk/installers/e-shop**
Email **melserve.spares@meuk.mee.com**

Warranty

Mitsubishi Electric Ecodan air source heat pumps and cylinders are supplied with a minimum of 3 years warranty. To find out more information on our warranty terms, please ask your customer to speak to the Warranty Team. To make a claim use the contact details below:

Telephone **0161 866 6089 (option 2 & then option 3)** Email **leswarranty@meuk.mee.com**