



Cobalt-S Levers and Accessories: Warranty related issues

The “Cobalt-S Lever” warranty is 12 months

Who and what does the 12 month warranty apply to?

The Warranty applies to the original purchaser only. It is not transferable.

As with all warranty, it is up to YOU as a retailer to confirm that the unit was purchased from you by the claimant or that he is the original owner. Private E-bay purchases are specifically excluded.

We trust you, but if you do not know the customer, recall making the sale, cannot validate it, or, if it was purchased elsewhere, then you should require proof of purchase before offering any warranty support.

IF the customer can't provide that information or he/she is not the original purchaser you can:

- Reject the warranty request but offer to send it for repair at his/her cost.
- Request that he deals directly with us (email warranty@DCCconcepts.com)

IF this is a good customer, we leave your approach in your hands, but please DO be sure to read our “warranty or not” introduction before you do so. We are able to be helpful and supportive, but only if the product is complete, undamaged physically and totally complete.

The “Cobalt-S Lever” warranty return issues (an overview)

There just aren't any really....

We are delighted to say that we've only seen perhaps 6 failures in the more than 15,000 levers we've sold so far.

Even then, with ONE exception (loose contacts), failure was wiring or power-supply related.

So in reality only ONE was warranty, however with such excellent results we can afford to be generous, so because the users were polite and really did understand how the problem had been caused after we explained it to them, we replaced them all without charge.

We all win when we are able to do this, because educated people no longer make errors and they tend to become loyal customers when you take a genuine interest and treat them fairly.

How to handle enquiries:

It DO understand that it's NOT easy to test something that is no longer connected to anything.

So... we will trust you to make the right decision.

Presuming that you HAVE read the manual so you are qualified to judge... and you DO really try to ascertain the real cause of the problem first - Then we suggest that you examine the Cobalt-S lever in question very carefully and if there is (a) nothing obviously wrong (b) absolutely no physical damage and (c) you are SURE they are wiring it correctly...

You can simply replace it.

If you are NOT sure, then please refer them to us. (Warranty@DCCconcepts.com)

We will correspond my email or phone until we are sure about he situation and then, if needed, we will replace it. We will if you request it, keep you copied into the communication.