



Issue 2
2015

Product Returns

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Introduction

Our Returns Policy of March 2013 was introduced to streamline our procedures to ensure that you get a better service with faster response times (within two weeks).

This is an updated issue with some important additions, so please read carefully.

There are generally two reasons why you might need to return something to us:

- 1. You have an item that is faulty or damaged**
- 2. We sent you the wrong product**

Whatever reason you have for returning a product, we will send you a replacement or credit your account, as long as you follow the simple guidelines set out in this document. Please read it carefully and keep it somewhere safe so that you can refer to it in future.

In Summary: Your responsibility

**Please ensure that you only return items that have been sold to you by HydroGarden.
We cannot take responsibility for products not purchased from HydroGarden.**

Non-faulty goods should be sufficiently well-packaged to arrive back in a saleable condition and it is your responsibility to make it so.

Whether the items are being returned as faulty or sent to you in error, you must ensure that the complete contents of each product box is returned in good condition.

We always collect: Labels brought by the courier are attached directly to the package, so please ensure that the boxes are covered in either cling film, shrink wrap or in an outer box, so that the label does not adhere to the products/product boxes directly. If the latter were to occur, we are unable to return them to stock, which affects you having credit or replacement.

Warranty expiry information is required for us to test products believed to be faulty. We reserve the right to refuse your claim if the product's packaging, expiry date or warranty information has been removed, eroded or defaced in any way. In addition, you may be liable for any collection costs incurred. **(important: see Warranty Information).**

Returning items in their original packaging

Even faulty items should be returned in their original packaging (with all the components complete), if your customer still has it. If this is not possible then sufficient packaging within an outer box should be applied to ensure safe passage back to us.

Please take care to read the following detailed instructions to save yourself costs, hassle and disappointment!

For more information, please call 024 7665 1500,
or email returns@hydrogarden.co.uk



Damages On Delivery

The Details

Report to our Returns Department within 2 working days

Returns Mobile Number (for photos only) – 07980 142790 (via Text or WhatsApp)

Returns Email : returns@hydrogarden.co.uk or lynette.m@hydrogarden.co.uk

1. ITEMS CLEARLY DAMAGED ON DELIVERY OR TAMPERED WITH IN TRANSIT

Sign for as 'damaged'. Take any appropriate photographs if you can – especially if it is damaged on the truck before it's even taken off. We use black shrink wrap – The courier uses clear wrap – a sure sign if it's been damaged and repacked at the transport depot. Forward the photos to the Returns Mobile Number – please include short message with shop name/postcode and extent of damage. Or email them to the Returns Email address.

2. IF DAMAGE IS NOT IMMEDIATELY CLEAR

Sign for as 'unchecked'. Take any appropriate photographs and forward to the Returns Mobile Number or Email.

3. PHOTOS MUST BE SENT TO US WITHIN 7 DAYS

In order to receive a credit or replacement for items damaged in transit, we need to see the damage via photographs. It's not often worth us collecting damaged products, so this will allow us to check damage and make a claim against our transport company. They need to hear from us within 7 days – hence your deadline. If no photograph is provided within this timescale, we will be unable to provide you with credits or replacements.

Delivery Discrepancies: Items Missing From, or Wrong On, Delivery

Any discrepancies on orders must be reported within 2 working days from the date of delivery

- 1. MISSING ITEM:** Please contact us by phone or e-mail and let us know what items were ordered and what is missing.
- 2. WRONG ITEM:** Similarly, if you have received the wrong item, contact us so that we can send you the correct item.

Faulty Stock

1. If an item is returned to you as "faulty" and is within its warranty period (see notes on warranties), we will exchange or credit it, subject to certain basic rules BEFORE we will collect for testing.

We want to provide you with an exchange or credit as soon as we can and we want you to know that, if required, you will receive a refund in your preferred way. **BUT** before we will accept an item back, there are certain basic checks that are **YOUR RESPONSIBILITY**.

2. CHECK THE INFORMATION SHEETS

If the item you want to return is covered on one of the laminated sheets, there are various checks that you **MUST** carry out before we collect anything. If we receive them and we subsequently find that the fault is one that you should have identified, you will **NOT** receive a credit or replacement. At this point, you will decide to either have the item returned to you at your cost or that we dispose of it.

3. NOTIFICATION OF FAULTY PRODUCTS

If you have carried out the checks above and you are satisfied that the item is indeed faulty, please contact the Returns Department and we will arrange collection. Once tested, you will be notified of the results for you to decide how you want to proceed.

If faulty – it can be credited or replaced.

If not faulty – it will be returned to you.

If the warranty is void – it will be returned to you or disposed of.

If it is out of warranty – it can either be returned to you or disposed of.

If a NON-HG product is returned in error – it can be returned at your expense or disposed of.

PLEASE DO NOT RETURN ANY ITEMS YOURSELF, AS IT WILL NOT HAVE A RETURNS REFERENCE NUMBER OR TRACKING NUMBER, WHICH MAKES IT DIFFICULT TO IDENTIFY AT OUR GOODS IN AND TESTING COULD BE DELAYED.

4. ADVANCE ISSUE

If an urgent replacement is required, this can be dispatched to you immediately, whilst we are collecting product for testing. This will be charged for and if found 'faulty' your account will be credited. If found not faulty, it will be returned to you.

PLEASE REMEMBER: IT IS YOUR CHOICE WHETHER YOU REPLACE AN ALLEGED 'FAULTY' ITEM, TO YOUR CUSTOMER, IN ADVANCE OF TESTING RESULTS FROM US.



Packaging

1. PLEASE DO NOT WRITE ON THE PRODUCT OR THE PRODUCT PACKAGING OR PUT BROWN PARCEL TAPE DIRECTLY ONTO IT.

2. ENSURE THAT THE ITEM(S) IS FULLY WRAPPED AND THAT IT'S PLACED IN A SUITABLY SIZED BOX

If items are not sufficiently packaged, they can get damaged in transit and we won't know whether you have a legitimate return or not. Consequently, these items will not be tested and their warranty will be considered void – you won't be eligible for a credit or replacement.

3. COLLECTING ITEMS SENT TO YOU IN ERROR

If you receive an item in error, we will arrange collection if you do not wish to keep it. However, it remains your responsibility to ensure that it is packaged correctly so that we receive it back safely and are able to return to our stock.

4. GETTING IT RIGHT FOR OUR COURIERS

The courier will be expecting a pre-arranged number of boxes or pallets. The maximum weight for a box is 30kg and the pallets are collected on weight. This is why we ask exactly what is being returned. If there are any changes to the collection, please call us so that the courier is aware and does not refuse the pick up (which can happen occasionally). Any changes or Collection problems, please contact us on **024 7665 1500** and ask for Returns.

Collection

1. THE RETURNS LABEL PROVIDED BY THE COURIER IS PUT ONTO THE OUTER PACKAGING OF BOXES/PALLETS TO BE RETURNED (ONE PER PACKAGE)

The label must **NOT** be attached directly to a product or product box as this would deface the item being returned. This may in turn affect your entitlement to any credit or replacement.

2. OPTIONAL BUT USEFUL FOR OUR TESTER

If you are returning something that is faulty, it is really helpful if you can include a note, in the box, describing the fault in more detail (e.g. Intermittent fault – this will be tested for longer).

In Case of Non-Collection

If the item has not been collected within 2 working days, please contact us on **024 7665 1500**.

Timescale

We endeavour to close every return within 2 weeks but the majority are sorted a lot sooner than this. Once items are tested, and you have been made aware of the results, any credit required should be on your account within 48 hours; likewise for replacements. You will be notified of any delays that occur.



Items returned to you as faulty

Ballast - Basic Checks

Visual

1. Dents or cracks in the case

No further checks required. If these are present when a customer returns a ballast to you, the warranty is void – the warranty doesn't cover an item being dropped.

2. Damage or stress on the cables

Scuffing of the cables or strained areas around the junction points are signs of misuse and as such the warranty is void.

3. Removal of plug

If the plug has been cut off or changed, the warranty is void. The unit is not designed to be hard wired and it is impossible to ensure it was properly wired in if the plug has been cut off.

4. Heat damage to the cables, plugs, and sockets.

There are very few reasons why this would occur. By far the most frequent cause will be misuse such as the incorrect wattage of bulb used, cables left tightly coiled during use or a poor connection due to cables/ plugs left unsupported and hanging. Also look for heat damage to the IEC socket (ballast, female) or plug (reflector/lamp holder, male) as evidence of misuse. All of these void the warranty.

5. Visible misuse

This might include water marks on the case, high levels of dust or dirt on the case/vents, or damaged screw heads. All of these will invalidate the warranty so no further action/inspection required.

Take note: If you see evidence of damage, the warranty is void and so further testing is not recommended – we don't want you electrocuting yourself!

Electrical

1. Check the fuse

A significant number of failures are caused by the customer blowing the fuse. Check it either with a basic multi meter or by simply swapping for a fuse that you know works.

2. Internal fuse

The LUMii DIGITA ballast also has an internal fuse. The fuse holder is mounted directly under the IEC input socket and contains both the active fuse and a spare. It's worth checking this too!

3. Fire it up

If everything else proves okay then the unit should be connected to an appropriate reflector and bulb, turned on and left on for a minimum of one hour to give the internal components time to get to temperature and highlight any faults present. If AT ALL possible, use the customer's shade and bulb, so that you are replicating the conditions under which the (perceived) fault first became apparent to your customer.

In the case of under-power claims or power fluctuation claims, measurements should only be taken after the system has been operating for at least 1 hour, for the same reasons.

General Care and Attention

1. Temperature variances

It is not advisable to operate a ballast that has just been brought in from the cold. Cold ballasts (especially metal cased ones) can generate condensation both internally and externally, so allow it to acclimatise.



Bulbs - Basic Checks

Visual

Bulbs are a bit more subjective, but here are some pointers that may help you in making your judgement:

1. Look at the Bulb

You are looking for fingerprints (which cause hot spots), scratches, cracks, scorched components, high levels of dirt (dust and debris can "bake" onto a bulb over time in badly maintained growrooms). This will give a good indication of either a well-used or misused bulb.

2. Check the Connections

The positive connection (bottom of the bulb in the centre of the metal threaded part) should be checked. A poorly fitted bulb will show signs of scorching or melting around this point and old and well-used bulbs will have obvious wear on this area too.

Don't consider testing the bulb unless you're happy that it appears to be a good bulb in reasonable condition.

Electrical

1. Test the bulb

As with a ballast, ideally the initial test should be with the customer's own lighting system and then in a system of your own.

2. Assessing performance

As with the ballasts, any measurements (i.e. power input, light output) should only be taken after the system has been operating for at least one hour.

ph, EC and Litecheck Meters - Basic Checks

Background

Don't forget, meters are complex pieces of scientific analytical equipment and they need to be looked after, so simple things like rinsing and replacing caps (particularly for pH) are important for continued accurate performance. Occasional cleaning and maintenance will also help ensure extended trouble-free life.

The most common reason for returning a meter as "faulty" is when the probe is exhausted and the meter is not at fault. REMEMBER: a probe will be good for 700 tests – each pot counts as one test, so if you test a dozen pots, you will be able to do this around 60 times before the probe is exhausted. Exhausted probes are NOT a warranty claim.

pH meters – the sensor is a special glass bulb full of liquid with an electrode inside. The liquid will deteriorate over time, therefore they have a built-in life expectancy, which can be extended by care and by storage in a similar solution to that inside. Life will be shortened significantly by allowing the meter to dry out completely. They require regular calibration.

EC meters – have two metal electrodes, which with care, can last almost indefinitely. All our EC meters are temperature compensating, which means they automatically adjust to give a fair and accurate reading within the given working range (0-50°C). These meters only require occasional calibration.

Meter Ranges

ESSENTIALS

Digital meters with push button calibration that give a held reading. They have automatic shut-off and low battery indication.

ESSENTIALS PRO

Analogue meters with screw calibration (driver included) that do not give a held reading. EC is to two decimal places. Robust and waterproof, replaceable probes are available. These are more accurate, but require a bit more care and attention than the basic meters. Replacement batteries are available.

ESSENTIALS Trident

This is a digital meter with push button calibration giving held readings. It is a three-function meter that reads pH, EC and temperature, with nutrient strength reading available in EC, CF or PPM and temperature in either °C or °F. It also has auto shut-off and low battery indication. This item has a replaceable probe. The pH sensor has double the lifespan of most other meters (good for at least 700 tests – at 1 test per pot), but you SHOULD NOT use ESSENTIALS Meter Store with this product.



ESSENTIALS Meter Store

This solution keeps pH electrodes in good condition and will extend the life of the probe/unit.

General

If you want to know whether an item is still under warranty, take a note of the ID number, which is usually found on the back of pH and EC meters just above the battery insert and give us a call.

Remember, the most common reason for a meter apparently failing is that the probe is exhausted. REMEMBER: a probe will be good for 700 tests – each pot counts as one test, so if you test a dozen pots, you will be able to do this around 60 times before the probe is exhausted. Exhausted probes are NOT a warranty claim.

Visual

1. Check the Condition

Meters are complex pieces of scientific analytical equipment and should be treated as such. Look at the general condition of any meter, if it looks battered, dirty and generally uncared for, we will consider the warranty void and you should not accept it as a return.

2. Cap

If the cap is missing (especially for pH meters), it is evidence that it hasn't been looked after, the warranty will be void and it should not be accepted as a return.

3. Damage

Check the electrodes/sensors are undamaged – carelessness is not a warranty claim.

4. Water Damage

Check inside, paying particular attention to the PCB (printed circuit board), if there are signs of corrosion, the meter has probably been submerged in water. This will void the warranty.

Electrical

1. Try the unit

Use the relevant calibration fluid or suitable light source, and CALIBRATE if necessary – Use calibration fluids at room temperature (ideally 20°C). If meters will not calibrate, soak in ESSENTIALS Meter Store or Buffer 7 for at least 12 hours.

2. Check the batteries

Meters lose accuracy as the batteries fade, but if the batteries have been put in the wrong way round, this can cause a short circuit that burns-out on the meter board. This isn't covered by the warranty.

3. Change the Probe (ESSENTIALS TRIDENT only)

Once you've changed the probe, re-calibrate it and test it to make sure it's working. Probes have a finite life and as we've mentioned before, the vast majority of returns are caused by a dead probe.

Air Pumps and Accessories

Visual

1. Check for watermarks and water damage

Any evidence of water coming into contact with an air pump's internal components voids its warranty. Under no circumstances should water be allowed to come into contact with an air pump's internal components. If an air pump is kept at a level lower than the bucket of water to which it is connected, when the pump is switched off, a siphon-like effect can occur, which can result in water entering the pump, damaging its internal components and thus voiding the pump's warranty. You can check for this type of misuse by simply holding the pump upside down and seeing if moisture leaks from the nozzle or is present around the nozzle (Do not open the pump yourself - this also voids the warranty).

2. Check the plug for misuse

As with all electrical items, if the plug has been removed or tampered with, the warranty is void.

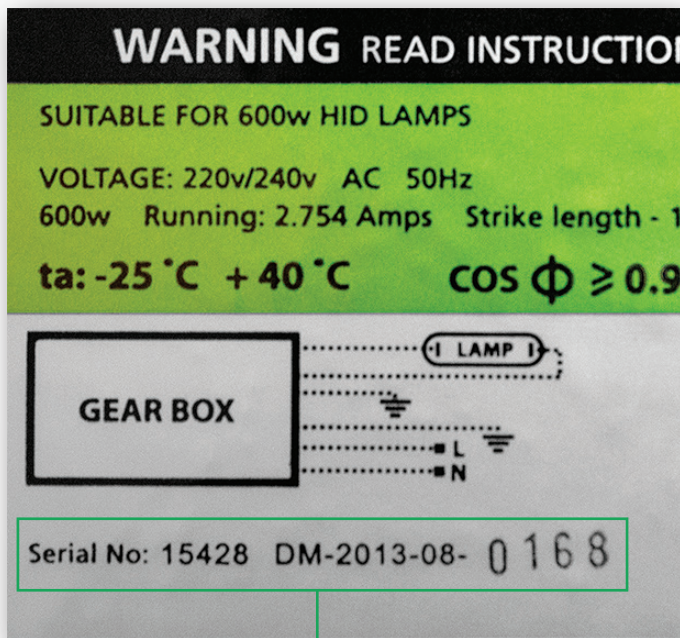
Important Warranty Information

When you purchase a product from us, the warranty agreement is between us and yourself. When you sell to your customer, the agreement is between yourself and your customer. We extend the warranties on electrical products to encompass shipping time and storage, so they are more than adequate cover when purchased from us. The key is stock rotation and ensuring that the product is sold by the retailer with at least a year left on the warranty from the date of manufacture, which is clearly printed on all products.

Please be aware that, by law, a consumer's statutory right is 6 months, not 12 months – and this guarantee is provided by the retailer. The fact that we back it up with a warranty to our retailer is simply a benefit to them and something that should be complied with. Having said that, we are always willing to investigate and compromise in exceptional circumstances.

See below a quick guide to help you find the warranty information for some of our most popular products:

LUMii Compacta (400w & 600w), TIMA, Dual Core & metta 600w Alloy Ballasts



The warranty provided by HydroGarden Wholesale Supplies Ltd. for these items is 18 months from the date of manufacture, this date can be identified by the serial number in the format of year of manufacture/month of manufacture/batch number. As you can see, this ballast was the 168th ballast produced in August, 2013.

PowerPlant Daylite Ballasts (400w & 600w)



Warranty Information

PowerPlant ballasts have 2 years warranty from the date of manufacture (plus an additional 6 months). PowerPlant have recently changed their way of presenting their serial number/ warranty information, the first picture shows their original method of presenting the warranty information, as you can see it includes when the ballast was made and when the warranty expires.



Serial number

Above, you can see their new method, which shows the date of manufacture in the format of (Year/Month/Batch number) – the warranty remains at 2 years from this date (plus an additional 6 months), as you can see this ballast was made in June 2012.

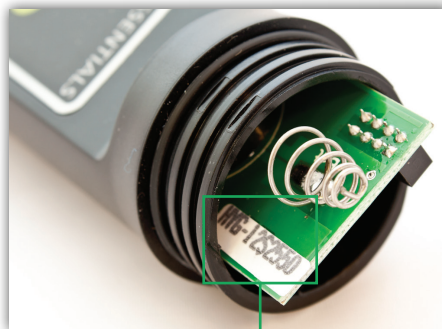
ESSENTIALS Trident Meters

LUMii Slim Ballast (400w & 600w)



Serial number

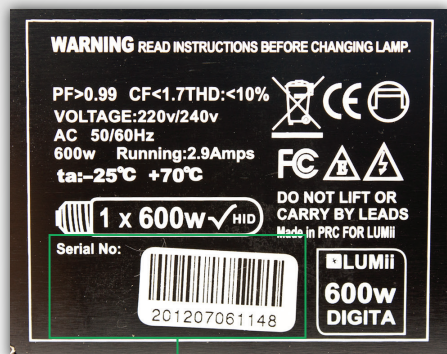
The warranty provided by HydroGarden Wholesale Supplies Ltd. for the LUMii Slim ballast is 12 months (plus an additional 6 months). On this example, the barcode breaks down as follows: LU6001 = Product type (LUMii 600), 1501 = manufacture period (Jan 15) and 0790 denotes the production number.



Serial number

The warranty information for ESSENTIALS Trident Meters can be found by unscrewing the battery compartment, which will show the warranty sticker on the edge of a circuit board. The warranty provided by HydroGarden Wholesale Supplies Ltd. for these meters is 3 years (36 months) for the main unit, and 1 year on the probe from the date of manufacture (plus an additional 6 months). In December 2011, a new serial numbering process was implemented. The date of manufacture can be found in the format of (HYG – which stands for HydroGarden/ the first 2 digits are the year of manufacture/ a letter to identify the month of manufacture/batch number). The month of manufacture is denoted by a letter: J = January, F = February, M = March, A = April, Y = May, U = June, L = July, G = August, S = September, O = October, N = November, D = December. As you can see from the photo, this meter was the 2550th manufactured in September, 2012.

LUMii DIGITA Dimmable Ballasts (400w & 600w)



Serial number

The warranty provided by HydroGarden Wholesale Supplies Ltd. for this item is 36 months from the date of manufacture, this date can be identified by the serial number in the format of (year of manufacture/month of manufacture/batch number) as you can see, this ballast was produced in July 2012.

LUMATEK Dimmable (400w & 600w) and regular LUMATEK ballasts (250w, 400w & 600w)



Serial number

The warranty provided for this product is 3 years from the date of manufacture, this date can be identified by the serial number in the format of year of manufacture/week of manufacture/batch number. This ballast was manufactured in 2013, week 17 and the batch number is 06588.

ESSENTIALS pH PRO & EC PRO Meters



Serial number

The warranty provided by HydroGarden Wholesale Supplies Ltd. for these meters is 12 months from the date of manufacture (plus an additional 6 months). The date of manufacture can be found in the format of (HYG – which stands for HydroGarden/ the first 2 digits are the year of manufacture/ a letter to identify the month of manufacture/batch number). The month of manufacture is denoted by a letter: J = January, F = February, M = March, A = April, Y = May, U = June, L = July, G = August, S = September, O = October, N = November, D = December. As you can see from the photo, this meter was the 3504th manufactured in September 2012.

ESSENTIALS pH and EC meters

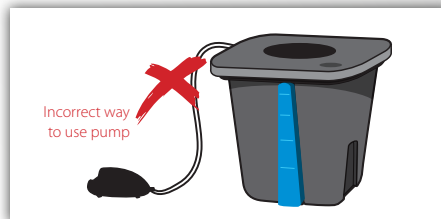
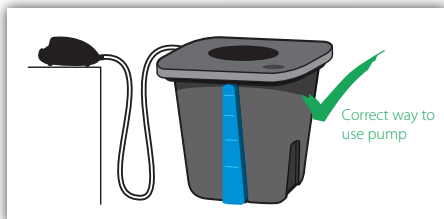


Serial number

The warranty provided by HydroGarden Wholesale Supplies Ltd. for these meters is 12 months from the date of manufacture (plus an additional 6 months). The date of manufacture can be found in the format of (HYG – which stands for HydroGarden/ the first 2 digits are the year of manufacture/ a letter to identify the month of manufacture/batch number). The month of manufacture is denoted by a letter: J = January, F = February, M = March, A = April, Y = May, U = June, L = July, G = August, S = September, O = October, N = November, D = December. As you can see 12D0571 means that this meter was the 571st produced in December 2012.



Air Pumps & Accessories



If an air pump is kept at a level lower than the bucket of water to which it is connected, when the pump is switched off, a siphon-like effect can occur, which can result in water entering the pump - damaging its internal components and thus voiding the pump's warranty. You can check for this type of misuse by simply holding the pump upside down and seeing if moisture leaks from the nozzle or is present around the nozzle. Do not open the pump yourself - this also voids the warranty.

Bio Nutrients

These are active, live, aerobic solutions and are subject to variations. Both examples shown here are functioning as they should and are ok to use.



Re-Stocking Fees

1. If you wish to return stock that you ordered by mistake, depending on the circumstances, there may be a re-stocking of 20%.
2. If you are closing down and wish to return stock, then the re-stocking fee is 50%
3. It is NOT our policy to take stock back that isn't selling well. We hope you can appreciate that, as a wholesaler, we do not operate on a 'sale or return' basis. Once you have purchased products, it is up to you to make sure they sell.



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