

Delivery Information

Newline Interactive aims to deliver to UK mainland addresses within **3 to 5 working days**.

Note: This timeframe is not guaranteed.

Deliveries may be delayed if: - Payment hasn't been received as per agreed terms. - Your order exceeds the approved credit limit.

We'll always take reasonable steps to deliver on time, but: - **We are not liable** for any losses caused by delayed deliveries or carrier damage. - **We do not guarantee** that goods will arrive at the same time as installers. - Specific deliveries (e.g. timed slots) may incur extra charges, which will be made clear when we provide your quote.

Reporting Damages or Faults

- All **damages must be reported within 24 hours** of delivery.
- You must note visible damage on the consignment note **before signing**.
- Take clear **photographs** of any damage and notify us within the 24-hour window.

To report a fault, visit our support page:

[Technical Support – Newline Interactive EU](#)

Returns Policy

Standard stock items can be returned **if**: - They are **unopened and unused**. - Returned **within 14 days** of delivery.

Please note: - A **30% handling fee** will be charged. - You'll also be charged for **carriage costs both ways**. - If items are not in their original packaging or the packaging is unsuitable for resale, a **re-boxing fee** will apply.

Product Warranty

Dead on Arrival (DOA) Policy

Customers must inspect deliveries immediately. If a product is: - Missing, - Damaged, or - Defective upon arrival,

You must notify Newline in writing **within 14 days**.

Once notified, we'll investigate and respond within **5 working days**. If we agree the product was faulty on delivery, we'll: - Include a **replacement unit** with your next order, or - Issue a **credit note** if preferred.

Return Merchandise Authorisation (RMA)

Resellers should return faulty items to Newline for: - **Repair**, or - **Replacement**, as appropriate.

Warranty Periods by Product

Product Type	Sector / Use	Warranty Length
IFP (Interactive Flat Panel)	Education	60 months
IFP	Corporate	36 months
STV Series	All	36 months
DV+ Series	All	36 months
Other Non-Panel Hardware	All	24 months
Accessories	All	120 days

- Warranties start from the **date of delivery** unless agreed otherwise.
- Coverage includes repairs or replacements under normal use.

To claim, please submit: - Product **serial number** - **Photos or videos** showing the issue

Newline will review and respond with next steps.

Extended Warranties

You can upgrade your warranty at the time of purchase:

Sector	Standard	Upgrade Options
Education / Public	5 years	Upgradable to 7 years
Corporate	3 years	Upgradable to 5 years

UK WEEE Compliance – Reseller Responsibility

Important update for 2025:

Due to changes in UK WEEE Regulations, **Newline Interactive Europe Ltd. is no longer the WEEE Producer** in the UK.

As a UK-based business placing EEE (Electrical and Electronic Equipment) on the market, **you are now responsible** for WEEE compliance.

Your Obligations:

- Register with a UK **WEEE Compliance Scheme** as a producer.
- **Report** the amount of EEE imported from Newline.
- **Cover WEEE costs** under your scheme.
- Confirm your registration by replying to our notice and sharing your **NPWD code**.

If you need assistance, we recommend contacting a UK WEEE compliance provider.