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**RETAIL SALES RETURNS - OUR PROCEDURE**

**Our decision, or that of the manufacturer or its warranty claims section acting as agent for the manufacturer’s distributor, as to the condition of returned items and whether that condition constitutes a valid warranty claim, is final. Items returned by us under warranty take significant time to come back to us.**

**There are two ‘tracks’ for returns and you will be asked to choose one of them:**

Dead out of the box (DoA)	Without Advance Replacement Track
<p>Advance replacement is automatic provided we receive your request within 7 days of the item’s receipt at your address. DOA terms do <i>not</i> apply if we are not immediately notified of the item’s non-working condition on its receipt. Evidence on testing that the item was working on receipt will be dealt with as Failure in Use.</p> <p>Email us with the item type, serial number and the invoice number on which it was supplied. We will email a Returns Form and RMA Number which must be completed and returned with the unit: no returns will be accepted without this form.</p> <p>Advance replacement sent immediately (subject to stock – or at the earliest opportunity when stock becomes available).</p> <p>Item and carriage will <u>not</u> be charged for on a genuinely DoA item.</p>	<p>No advance replacement requested.</p> <p>Email us with the item type, serial number and the invoice number on which it was supplied. We will email a Returns Form and RMA Number which must be completed and returned with the unit: no returns will be accepted without this form.</p>

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Dead out of the box (DoA)	Failure in use
<p>Item must be returned to us within 7 days in original packaging, serial number on outer matching the unit, all supplied parts enclosed, no markings on the unit.</p> <p>If item is not returned within 7 days the advance replacement and carriage <u>will be charged for and the RMA incident will be closed.</u></p>	<p>Item must be returned to us within 7 days in original packaging, serial number on outer matching the unit, all supplied parts enclosed, no markings on the unit.</p> <p>If item is not returned within 7 days in the condition specified above the RMA incident will be closed.</p>
<p><b>Item will be tested by us. If no fault is found:</b></p>	
<p>... the item will be returned to you with the return carriage charged: additionally the advance replacement, our £10 test fee and carriage <u>will be charged for.</u></p>	<p>... the advance replacement, our £10 test fee and return carriage <u>will be charged for.</u></p>
<p><b>If a DoA fault is found:</b></p>	<p><b>If a fault is found:</b></p>
<p>... and the cause is not misuse, the RMA incident will be closed and no charges will be applied.</p>	<p>... the item will be returned to the manufacturer or their authorised warranty claims section for testing.</p>
<p><b>Item will be tested by manufacturer or their authorised warranty claims section.</b></p>	
<p><b>If no fault is found:</b></p>	
<p>... or the warranty claims section's records show that the item was not supplied via them and us, our £10 test fee and return carriage on the unit <u>will be charged for</u> and the unit will be returned to you.</p>	
<p><b>If a fault is found:</b></p>	
<p>... the manufacturer will <u>either</u> replace the item and return it to us (whereupon we will despatch it you carriage free) <u>or</u> repair the item and return it to us (whereupon we will despatch it to you carriage free).</p>	