

# DATAQUEST SOLUTIONS LTD

## PRODUCT RETURN / REPAIR NOTE RMA No. R .

<i>Date:</i>				
Part Name				
Serial No.				
Your invoice No.* and date				
Ancillaries returned <input checked="" type="checkbox"/>	<input type="checkbox"/> Power Supply	<input type="checkbox"/> Cable(s)	<input type="checkbox"/> Manual	<input type="checkbox"/> Software
Name				
Telephone No.				
Company				
Address				
	Post code:			
*Required for Warranty claims. If unavailable enter approximate date and we attempt to trace.				
Fault				
Tests carried out / attempted repairs				
Software version, if applicable				
Date required by (Will be met if possible)				

**PLEASE INCLUDE THIS FORM WITH THE RETURNED PRODUCT AND RETAIN A COPY.**  
**The return of goods without this documentation could result in delay!**

## **Returns procedure**

Contact DataQuest Solutions Ltd. For tracking purposes we operate a Returned Materials Authorisation System. Before returning goods please phone us on +44 (0)1526 557171 or e-mail support@dqsolutions.co.uk and we will at the earliest opportunity E-Mail you a Returns Form, with RMA number. Return the item(s) plus any accessories or relevant parts, suitably packed with this Returns Form to the address below. Returned goods will be inspected as a matter of high priority. Please read the Terms and Conditions below relating to the repair and replacement of goods.

## **Terms and conditions**

We (DataQuest Solutions Limited) reserve the right to replace, repair, or provide a refund on goods at our discretion. All Warranties, unless otherwise stated, are of type return to base. Return of goods to DataQuest Solutions Limited is at the customer's risk and expense. We recommend you make provision for adequate transit insurance. For Manufacturer Warranties, goods may be forwarded to the Manufacturer for replacement or repair following inspection at our premises. For goods under Warranty this carriage and repair is free of charge, however misuse through exceeding operational specification, physical damage, or modification, is not covered by any Warranty and goods will be treated in cost terms as goods out of Warranty.

For goods out of Warranty, advice will be presented to you (the Purchaser) relating to cost, before any repair or replacement however this may require the goods be returned to the manufacturer for initial inspection. In this situation we reserve the right to request a payment to cover shipping and inspection. Our liability to repair is restricted only to goods that have not been modified after sale. We reserve the right to charge a minimum £45+vat inspection fee plus carriage charges incurred by us should no fault be found whether the goods are in or out of warranty. Unwanted goods correctly supplied but accepted as returned for exchange may be subject to a re-stocking fee and for carriage purposes treated as goods out of warranty.

We will make best efforts to process your returned goods as quickly as possible although the type and timing of carriage will be at our discretion. In exceptional circumstances, where the fault has been clearly established at your premises and matters are most urgent, and conditional to acceptance by the Manufacturer, we may agree to your shipping of the goods direct to said Manufacturer. A formal request must be made on DataQuest Solutions Ltd. before proceeding. We will issue returns paperwork and a RMA number for tracking purposes. Carriage to the manufacturer will be at the risk and arrangement of the customer however we agree to contribute 50% to your carriage cost for warranty returns. A carrier receipt will be required as proof of payment. Please note: For return of warranty goods back to you, the manufacturer may still opt to charge for carriage on a priority return where it exceeds their normal delivery cost, if this priority is requested by yourselves. We will not be liable to cover this addition. These terms and conditions shall apply to the exclusion of any other provisions contained in any other document issued by the Purchaser.

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Registered office at the above address Company Number 4808997 in England and Wales

E&OE

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