

## **CUSTOMER RETURN FORM (RMA)**

BEFORE COMPLETING THIS FORM, PLEASE REFER TO OUR TERMS AND CONDITIONS OF SALE REGARDING WARRANTY AND RETURNS POLICIES

## **RE-STOCK FEES APPLY TO THE FOLLOWING**

RESTOCK CHARGE: MINIMUM OF 20% OF ORIGINAL PURCHASE PRICE (WITH A MINIMUM CHARGE OF £20)

- Customer ordered incorrectly/cancelled order (RMA issued at Enterprise Hardware's discretion)
- Product no longer in original sale condition (RMA issued at Enterprise Hardware's discretion)
- Product returned due to malfunction, but tests as working (credit issued at Enterprise Hardware's discretion)
- Credit value is determined at the time the product is received into Enterprise Hardware's warehouse and not upon issue of the RMA

## RETURN OF GOODS

- Enterprise Hardware must be notified of all incorrect deliveries within 3 working days of receipt
- The product must be adequately packed and the RMA number clearly displayed without marking the original packaging
- The product is in its original packaging
- Under no circumstances will Enterprise Hardware accept the return of product that was specifically ordered for a customer
- The product must be returned within 7 working days of issue of RMA
- Enterprise Hardware reserves the right to refuse credit if the product is not in a satisfactory condition
- Customer error returns must be unopened and returned via customer's own carrier



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RETURN TO RMA@ENTERPRISEHARDWARE.CO.UK