

RETURNS REQUEST INFORMATION

Interpretations:

Zebmec means Zebmec Limited. The Customer means the person, firm or Company who purchased the items from Zebmec.

Any items are purchased in accordance with our terms and conditions which can be found attached to our credit account application forms and also attached to our our invoices.

A copy of our terms and conditions are also available upon request.

Any goods to be returned must be agreed in advance via the returns dept who will issue an authorised RMA number.

Warranty Repair

Once the customer has been issued with an RMA number, the customer will need to return the goods to our Stafford address. On receipt, the item will be repaired and returned to the customer. If an item is tested no fault found the customer may incur charges and the goods will be returned to the customer. Please be aware, Zebmec will not collect items for warranty repair.

DOA

Any items deemed to be dead on arrival and within the manufacturers stated period of acceptance will be tested on receipt. Please be aware that we do not issue advanced replacements.

Once the unit has been tested and the fault has been confirmed, a customer services representative will call the customer to enquire as to whether an invoiced replacement is required. A credit note will then be processed to the customers account.

If any item is tested no fault found the goods will be rejected and returned to the customer.

DOA items must be returned in the original packaging or they will be treated as a warranty repair.

Please be aware that Zebmec will only collect DOA items within 14 days of our invoice date to the customer. After that time period, the cost of returning goods must be borne by the customer.

Commercial RMA

Any goods incorrectly purchased by the customer will be subject to a 15% re-stock fee.

The cost of returning the goods will also be borne by the customer.

Any return raised due to an error made by Zebmec will be collected by Zebmec.

All goods will be checked on receipt and credit notes will be issued to the customer account in due course. All commercial returns must be in a pristine condition and have all relevant items. If the goods are not in pristine condition the customer may be invoiced with a handling charge to cover relevant costs.

All RMA numbers are valid for 7 days only. Please do not write on or deface any product packaging. Items received which have defaced packaging will be rejected and returned to the customer.

Goods returned without an RMA will be rejected and returned to the customer.



RETURNS REQUEST FORM

This form must be completed in full and signed by the sender in the appropriate section.
It must be sent to the following address along with the product(s) intended for return;

Zebmec Limited
206 St Alban's House
St Alban's Road
Stafford
Staffordshire
ST16 3DP

Company Details

Company Name:	
Contact:	
Address:	
Tel:	
Fax:	
Email:	

Equipment Details

Make:	
Model:	
Serial Number:	
Sales Order Number:	
Reason For Return:	

Signed:	
---------	--

(By signing this form you agree and accept our terms and conditions)

Print Name:	
Position:	
Date:	

