

RETURNS & WARRANTY

Before returning any goods to RM&C you must obtain a Returns form containing a unique returns (CA) authorisation number. Failure to do so will result in the goods being returned to you, without any inspection, etc... To obtain this form, contact the Q.A. department of our Sheffield office and by return the form will be faxed to you.

On receipt of the Returns form, fill in any required fields and return it with the goods to the Sheffield office. It is advisable to keep a copy of this form (with authorisation No.) for reference purposes.

If the goods have come in contact with any processes or environments that may be harmful to a user, then COSHH Regulations must also be observed. It is requested that a Material Safety Data Sheet (MSDS) is also supplied with returned goods, if this is likely to be the case. If not provided and the goods are suspected of being contaminated, they will be returned to you.

On receipt of appropriate documentation the goods will be examined & assessed in accordance with the terms of any Warranty agreement.

Repairs

Prior to any repair work being carried out, you will be informed of our findings & any charges that may be incurred.

Replacements

Prior to the supply of any replacements, you will be informed of our findings & any charges that may be incurred.

No replacements will be sent prior to receiving the goods back from you, unless an Order number is supplied to cover the cost of the new unit/s. After inspection, etc.... of the returned goods a Credit may be issued, based on our findings

Warranty (extract from Terms & Conditions)

The warranty period is normally 12 months from the date of shipment, except as agreed at the time of sale.

Any misuse of the goods will void any warranty.

For full Warranty & other Contract details refer to our 'Terms & Conditions'.



Every effort has been made during the preparation of this document to ensure the accuracy of statements and specifications. However, we do not accept liability for damage, injury, loss or expense caused by errors or omissions made. We reserve the right to withdraw or amend products or documentation without notice.

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