

# 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 for any reason please phone us on +44 (0) 1462 857877 or Fax +44 (0) 1462 811492 and we will at the earliest opportunity Fax or 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, usually within one working day. 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. Goods may be forwarded to the Manufacturer for replacement or repair. For goods under Warranty this is free of charge. Misuse through exceeding operational specification or physical damage is not covered by any Warranty and will be subject to charge. Liability is restricted only to goods that have not been modified after sale. For goods out of Warranty, advice will be presented to the you (the Purchaser) relating to cost, before any repair or replacement. If a mutual agreement is made to proceed, Dataquest Solutions Ltd will request an order for costs from you.

Return of goods to DataQuest Solutions Limited is at the customers risk and expense. We recommend you make provision for adequate transit insurance. Where goods supplied are under Warranty and require returning to the manufacturer, DataQuest will arrange carriage and insurance at no further cost to yourselves, this will include return of the goods to you. The type 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. This is limited to shipments made to and from the U.K and a formal request must still be made on DataQuest Solutions Ltd. before proceeding. We will issue returns paperwork, and RMA number for tracking purposes. In this respect you must follow the Returns Procedure above. Carriage to the manufacturer will be at the risk and arrangement of the customer. In this case we agree to contribute 50% to your carriage cost. A carrier receipt will be required as proof of payment. Please note: For return of goods back to you, the manufacturer may opt to charge you 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, however we will cover the normal return delivery, if the manufacturer does not provide this. These terms and conditions shall apply to the exclusion of any other provisions contained in any other document issued by the Purchaser.

**DataQuest Solutions Ltd. Ivery House, 41 Clifton Road, Henlow, Bedfordshire U.K. SG16 6BL**

Tel: 01462 857877 Fax: 01462 811492 EMAIL: info@dqsolutions.co.uk WEB: www.dqsolutions.co.uk

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

**E&OE**

**© DataQuest Solutions Ltd 2006**