

## RMA (Return Merchandise Authorization)

### Returns Policy

1. **An RMA reference number is not given in advance from Display Technology. Our RMA Reference numbers are only issued when the goods have been received.**
2. It is recommended that if you are unsure as to whether your goods are still within warranty, that you contact us in advance of returning the goods to avoid receiving unnecessary charges. (see 6. for information re. costs involved for processing of non-warranty items). It is also recommended that you ensure that the goods are indeed faulty prior to their return also to avoid unnecessary charges (see 7. re. costs involved for NFF items). Faulty items must be returned at no charge to Display Technology. All consignments we receive that have not been pre-paid will not be processed and will be returned immediately to the sender. Costs will not be paid, nor will transport liability be accepted for these consignments.
3. All items **MUST** be accompanied by our **RMA form**, all sections of the RMA form must be completed in full and signed. Failure to do so will result in a delay with the processing of your return. Where RMA forms are incomplete or missing, our RMA department will contact you to request any information that is needed.

**Goods will not enter our RMA process until ALL the required information is received.**

If the requested information is not received within 4 weeks, we reserve the right to return the goods at cost to the customer.

4. Products which have a claim to warranty and are found to be faulty (i.e. goods that were originally supplied by Display Technology, are less than 12 months old and which have not been modified in any way) will be repaired or replaced by us. Credit notes are **not** issued and will only be issued in those cases where repair or replacement is not possible (i.e. discontinued products).
5. Where a product is out of warranty (i.e. over 12 months old, modified goods or where the fault is deemed to have been caused by mishandling by the customer) you will be contacted by our RMA department to discuss the available options (i.e. repair/ replacement, scrap or return unrepaired). All out of warranty items will be subject to the following costs:
  - Repair charge £ 50.00 + Cost of replacement parts (if repair/replacement is possible).
  - Inspection Charge £25.00 (if you choose to have the goods returned or scrapped on your behalf)

- Replacement costs to the full value of the goods (if repair is not possible)
  - Return freight cost £15.00 minimum (depending on weight)
6. Where an item is found to have no fault (NFF) the following costs will be applied per item, and the goods returned to you:
- Inspection charge of £25.00
  - Return freight cost £15 minimum (depending on weight)
7. Whilst we try to process any returns as quickly as possible, **please note that some faulty items could take up to 18 weeks if replacements are necessary and are not available from stock.**

### **Returns Procedure**

1. Complete the RMA form in full and sign to confirm your acceptance of our terms and conditions.
2. Please take care that the returned parts are packed properly for safe transport and that the packaging is meeting ESD demands (Electro Static Discharge). We do not accept any liability for damages occurring due to inappropriate packaging of the returned parts.
3. Send your items to us together with the completed RMA form and any of your own company paperwork.