

RMA Number	Diamond Point International Suite 10, Ashford House, Beaufort Court Sir Thomas Longley Road, Rochester, Kent, ME2 4FA Tel (01634) 300900, Fax (01634) 722398, E-mail: returns@dpie.com
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Reason for return of goods (please tick one or more)			
Faulty Goods	Goods damaged in transit	In warranty	
Wrong goods delivered	Other:	Out of warranty	
Contact:		Company:	
Address:		Tel:	
		Fax:	
		E-Mail:	

		Description of fault (as much detail as possible):
Part No:		
Serial No:		
Quantity:		
Invoice No/Date:		
Part No:		
Serial No:		
Quantity:		
Invoice No/Date:		
Part No:		
Serial No:		
Quantity:		
Invoice No/Date:		

Please read the RMA procedure overleaf before signing and returning this form			
Name:		Position:	
Signature:		Date:	
NOTE: If no fault is found, a charge of £15.00 will be incurred to cover handling and shipping back to you. Please return completed form to the repairs department (at above address).			
OFFICE USE ONLY:	Goods Rcvd:	Assigned:	DIR: Verdict:

Diamond Point International (Europe) Ltd.

Suite 10, Ashford House, Beaufort Court
Sir Thomas Longley Road, Rochester, Kent, ME2 4FA
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RMA Procedure

1) Obtaining an RMA number

Fill in the RMA form (which is available from <http://www.dpie.com/support> or on request via fax or email). Return the form by faxing back to us on 01634 722398. Please make sure that all fields are filled out and the fault is described clearly.

Once received, the RMA will be entered on our system and the form will be faxed back to you with an RMA number on it.

2) Returning the product

After obtaining an RMA number, simply return the products back to us on the address above. The RMA number must be written **outside of the package** and on the **accompanying paperwork**.

Additionally, all products must be packed properly for shipping and must be packed in **ESD material** where necessary (failure to do so will invalidate the warranty). If additional hardware is returned (e.g. a CPU or memory on a board product), please ensure these are listed on your documentation.

3) Quality & Warranty

Warranty usually applies for 1 year from date of invoice. For some products the warranty is extended (such as Quatech products which come with a 5 year warranty).

The warranty does not cover defects caused by modifications undertaken by the customer or a third party without the consent of the supplier, inadequate maintenance, over-loading, or use of any unsuitable materials.

4) No fault found

If no fault is found, a handling charge will be incurred (to cover testing and shipping back to you). This applies to equipment both in warranty and out of warranty. If in any doubt, contact us for technical advice before proceeding with an RMA request. If no fault is found but an engineer was consulted before the product was returned, the fee will be waived.

5) Out of Warranty repairs

Where equipment is out of warranty, the equipment will usually have to be tested before an idea of the repair cost could be ascertained.

6) Return for Credit

In the unlikely event that you wish to return the equipment for credit (for example, incorrect product was supplied) please ensure that the goods are returned in the same condition that they were supplied in. Where the product is to be returned due to it not being required anymore, we reserve the right to charge a restocking fee as per our terms and conditions.