

Returns Procedure

RISCO Group UK Ltd has incorporated an improved Returns Procedure using the existing Return Merchandise Authorisation numbers (RMA) developed within a new improved database. The use of the RMA continues to present real benefits to our customers by enabling RISCO Group to process returned goods even more efficiently and provide quickest turnaround possible for credit notes and a more rapid approach to any products needing investigation.

To enable the new Returns Procedure to run smoothly and efficiently, it is essential that the following steps are taken before any goods are returned:

1. Returned Goods

For all returns contact your 'Customer Returns Co-ordinator' for: -

- Approval for the proposed return of goods.
- An RMA number for the return.
- A faxed or E-mail 'Returns document' c/w address label if required, however our courier service will be issued with a RMA number and this can be found attached to their returns label.

Goods will no longer be accepted without a RISCO RMA returns number.

When contacting the 'Customer Returns Co-ordinator', please ensure the following: -

- RISCO provide you with an RMA Returns Number (Use this number for returns reference)
- That you supply a contact name, telephone number
- That you provide accurate details of the product and quantity
- Reason for return

When the goods are ready for dispatch, please contact the 'Customer Returns Co-ordinator' and we will arrange collection, compliments of RISCO Group UK Ltd. Where possible, all equipment should be returned in its original packaging including any instruction manuals and accessories.

2. Warranty Returns

Warranty returns will be assessed upon receipt by our Returns & Repairs department to confirm if they are faulty and, providing the items returned are within the warranty period, your account credited accordingly. We would appreciate your efforts in informing the 'Customer Return's Co-ordinator' of the nature of faults associated with the equipment to allow us to evaluate the issue in more detail. This will benefit both you as the customer and RISCO Group UK Ltd.

If the warranty goods are found to be free of fault they will be returned back to you and the cost of collection and return will be debited from your account.

3. Out of Warranty Returns

Out of warranty returns will not be credited. The customer will be notified and be requested to arrange collection at their expense. If collection has not been made within 28 days then RISCO reserve the right to dispose of the goods without compensation to the customer.

4. No Quibble Return

RISCO Group UK Ltd offer a 'No Quibble' Returns Policy on new and unused goods returned within **30 days of purchase**. A £15.00 handling fee will be applied per return. (Please ask your local sales branch for more details).