

## Customer RMA Form



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|--------------|
| DT RMA Ref # |
|--------------|

Please complete as much information as possible. Missing information may result in a delay with processing your return.

**Customer Information - please provide all requested info!**

|                  |  |   |
|------------------|--|---|
| Company Name     |  | Return address (once item(s) repaired/replaced) |
| Your Returns Ref |  |   |
| RMA Contact      |  |   |
| RMA Email        |  |   |
| Telephone        |  |   |

**Product Information**

|   | DT Part Ref<br>(XX-XX-XXX) | Brief Description | Serial Number | Reason for Rejection |
|---|----------------------------|-------------------|---------------|----------------------|
| 1 |                            |                   |               |                      |
| 2 |                            |                   |               |                      |
| 3 |                            |                   |               |                      |
| 4 |                            |                   |               |                      |

Original supply delivery note, invoice or PO ref:

|  |
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|  |
|--|

**Additional Info.** Please help us by providing any other information which may help us quickly identify the fault.  
ie. How & where the issue was first detected.

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I confirm we have read & understood your returns policy and that by returning goods we accept your terms & conditions.  
This form should be signed by somebody in your organisation with the authority to agree the above.

Signed \_\_\_\_\_

Print \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

Please take care that parts are packed correctly & that packaging meets ESD (Electro Static Discharge) demands and is appropriate for safe transport. We do not accept liability for any damages due to inappropriate packaging.

## 1. Display Technology Ltd – Returns Procedure (November 2018 onwards)

- 1.1. Download & complete the Customer RMA Form & email it to [rma@displaytechnology.co.uk](mailto:rma@displaytechnology.co.uk) requesting an RMA reference & authorisation to return the parts.
- 1.2. Display Technology may carry out a brief check to determine warranty status & ask a few questions before issuing an RMA number & giving instruction to return the goods.
- 1.3. Display Technology will confirm which address you should send your RMA to (NB. This may be an alternative address to our main office address).
- 1.4. Return your goods with the completed RMA form & any of your own documentation if applicable. Please take care that parts are packed correctly & that packaging meets ESD (Electro Static Discharge) demands & that it is appropriately protected for safe transport. We do not accept any liability for any damages that may occur due to inappropriate packaging of the returned parts.
- 1.5. Once received, Display Technology will inspect your goods & your RMA will enter the returns process. We will keep you up to date with progress. Please note there is no fixed timescale for processing RMA's as this is entirely dependent on each individual case.

## 2. Display Technology Ltd – Returns Policy (November 2018 onwards)

- 2.1. Items should be returned with a completed Customer RMA Form stating our RMA reference as per our returns procedure.
- 2.2. Items returned without following our returns procedure (ie. without a valid RMA form & RMA reference) may take longer to process due to missing information.
- 2.3. Our standard warranty period is 12 months from date of original invoice.
- 2.4. Items should be less than 12 months old, undamaged & unmodified for warranty to be valid. We strongly recommend that if you are unsure whether your goods meet warranty requirements, you contact us before returning them to avoid incurring unnecessary charges (see points 2.6 & 2.7 regarding potential charges).
- 2.5. The customer is responsible for the cost of returning goods to Display Technology Ltd. Any consignments received that have not been pre-paid will be rejected back to sender. Costs will not be paid, nor will transport liability be accepted for such consignments. In the event such a consignment is successfully delivered to Display Technology, any associated costs will be billed back to the sender and the RMA will not be processed in the meantime.
- 2.6. Items with a valid claim to warranty and found to be faulty/defective, 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.
- 2.7. Items returned without a valid claim to warranty (ie. outside of warranty period, in a modified condition, damaged, or where the defect/fault is determined to have been caused by customer misuse/mishandling) will be subject to the following costs:  
 Inspection Charge - £25 minimum  
 Repair Charge - £50 minimum + cost of any replacement parts necessary  
 Scrapping Charge - £25 minimum (£50 minimum for large format products)  
 Return freight – at cost (size/weight/destination dependent).  
 Our RMA department will contact you to discuss the available options (ie, chargeable repair or replacement, scrap or return un-repaired) and will quote the appropriate costs at that time,
- 2.8. Items returned that are found to have no fault (NFF) will be subject to an inspection charge of £25 minimum and the freight cost to return the item to you. Our RMA department will contact you to discuss.
- 2.9. We try to process returns as quickly as possible but due to the nature of the products we sell it is not possible to give a fixed timescale. We will do our very best to keep you updated throughout the process & where possible we will give you estimated timescales.