



## RMA APPLICATION FORM

<b>Company Name:</b>	<b>Tel No:</b>
<b>Contact Name:</b>	<b>Fax No:</b>
<b>Contact Email:</b>	

<b>Date of Purchase:</b>	<b>Client PO:</b>
<b>Product Code:</b>	<b>Quantity:</b>
<b>Delivery/Invoice No:</b>	
<b>Serial Number:</b>	
<b>Product description:</b>	
<b>Detailed reason for RMA:</b>	

1. Please note that all products need to be returned with ALL the original packaging, including all necessary documentation, manuals or peripherals.
2. The original box/packaging and its contents must NOT be marked, written on, have adhesive tape applied to it or be damaged in any way.
3. If any of the conditions above are breached, then the items will be returned to you and you will be invoiced for the full value of the products.
4. Alternatively, at our discretion, we may choose to accept the return of the products and you will be charged a 20% restocking fee.
5. Upon receiving this completed form, Plan B IT Solutions Ltd will review the application and if appropriate, issue an RMA number and detailed instructions for the return of the product.
6. Please DO NOT return the product until an RMA number has been issued. All products returned without the appropriate RMA number will be rejected and returned.
7. Plan B IT Solutions Ltd RMA Policy follows on the next page.

**Please email this completed form to : [admin@planb-eu.com](mailto:admin@planb-eu.com)**



## **Plan B IT Solutions Ltd RMA Policy**

If you receive an item that proves to be faulty in some way, you should report the fault to your account manager and you will be asked to provide full details. The information required is that asked for on our RMA Request form and this can be sent to us by fax, email, hard-copy or online. Delays will occur in cases where any of the requested detail is not provided.

### **Return Merchandise Authorisation (RMA) Number.**

An RMA number must be obtained from your account manager before any return will be accepted. The delivery of goods returned without a valid RMA number is likely to be rejected. RMA numbers are valid for 10 days from the date of issue. If the item is not returned within 10 days the RMA will be cancelled and a new RMA number must be requested if you still wish to return the item. When preparing the item for return please ensure that the RMA number is clearly visible on a label on the outer covering.

### **Incorrectly Ordered Goods.**

Incorrectly ordered goods are the responsibility of the customer. Plan B is under no obligation to accept the return of incorrectly ordered goods.

### **Returns Due to Late Delivery.**

Returns due to late delivery must be requested by fax or email within 24 hours of the due delivery date. The original purchase order must contain details of any cut-off delivery date and the Plan B account manager must agree that a deadline for delivery had been accepted. Plan B will arrange for the collection of goods falling into this category.

### **Dead On Arrival (DOA) Goods.**

DOA goods are those found to have a fault on arrival. The fact that there is a fault must be confirmed by someone with technical knowledge, please be specific. DOA goods must be notified within 7 days of receipt in order to qualify for credit or replacement - replacement is preferable to Plan B. This seven-day limit is required in order for Plan B to meet the returns requirements of our suppliers. To qualify as DOA the item packaging must be in undamaged condition. If you require an advance replacement, the packaging of the original item must be in pristine condition otherwise you will be subject to a minimum 20% handling/restocking fee. The freight cost of returning the item to Plan B falls to the customer. Plan B will meet the costs of returning the item or replacement to the customer and also any carriage costs incurred in sorting the problem out.

### **Faulty after 7 Days.**

The fact that there is a fault must be confirmed by someone with technical knowledge, please be specific. Goods reported as faulty after 7 days of receipt will be accepted back for evaluation when a decision will be made to repair or replace - no credit or refund is given except in exceptional circumstances. The customer is responsible for the freight cost of returning the item to Plan B. Plan B will meet the costs of returning the item to the customer and also any carriage costs incurred in sorting the problem out. If goods are found to be faulty through misuse or physical damage (due to dropping, spillage, foreign objects etc) Plan B reserves the right to apply a labour charge without completing any repair. Plan B reserves the right to retain the item until a purchase order is received covering the labour charge and the return freight cost.

### **No Defect Found (NDF).**

If an item is returned and is found to be of NDF status, a handling/restocking fee of at least 20% will be invoiced. The percentage charged will depend on the amount of labour involved and, where the item has been returned for credit or replaced in advance, the condition of the packaging and contents. Plan B reserves the right to insist on a purchase order covering this cost and the return freight cost before returning the item.

### **Goods Returned Not In Original Condition.**

Goods returned for credit, refund or replacement where the packaging and/or contents is found not to be in its original condition are likely to be rejected on arrival. Should they be accepted, Plan B reserves the right to impose a handling/re-stocking fee of at least 20% of the original sale value of the goods. Should items be damaged in transit during its return to Plan B it falls on the sender, and not Plan B, to take this matter up with the carriers.

### **Packaging and Labelling.**

Where possible, the packaging of the items being returned should be protected by using an outer cover. Do not write on, or attach labels, to the packaging itself if this can be avoided. When preparing the item for return please ensure that the RMA number is easily visible on a label on the outer covering.

### **Overdue Accounts.**

No returns will be accepted from any customer whose account is overdue.

'This policy is subject to review, E&OE'

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