



CUSTOMER RMA PROCEDURE

Please contact your local manufacturer service centre to log a warranty issue and see if the problem can be resolved by the manufacturer BEFORE requesting a RMA uplift from Sunset UK Ltd.

Every request for return of product must be completed online or in writing and returned by email or fax.

Product can only be returned once Sunset UK Ltd has issued a valid RMA number.

Any product returned without a valid RMA number will be returned.

An RMA number is valid for 10 days after its issue by Sunset UK Ltd; hence the concerned products must be returned to Sunset UK Ltd within that period of time.

Only product purchased at Sunset UK Ltd can be returned. Verification will be made via invoice number, serial number and date. All manuals, power leads, toner cartridges and cd's must be returned. Any missing parts will invalidate the claim.

Reasons for return:

- DOA (dead on arrival) / faulty within 30 days of invoice. Please note no claims for dead on arrival will be accepted after 30 days of invoice.
- Received wrong part – All claims must be made within 5 working days of delivery.
- Damaged products – All claims for damaged product must be made within 5 working days of receiving the item. No claims for damage will be accepted after this time.
- Ordered in error – All requests must be made within 5 working days of delivery. Only products in their undamaged original cartons with manufacturer seals intact will be accepted. A re-stocking charge will apply.

Returns procedure:

1. Contact sales department to request a Return Merchandise Authorisation (RMA) form.
2. Fully complete RMA form online or fill out printed version and e-mail or fax back to +44 (0)1908 320 821 together with a test print to show the fault if applicable.
3. Sunset UK Ltd will check and validate the request and issue a RMA number within 48 hours. This RMA number must be clearly displayed on the returned item without marking the original packaging and all corresponding paper work.
4. Sunset UK Ltd will arrange collection apart from goods ordered in error which must be returned carriage paid.
5. The product will be inspected / tested upon return to confirm the fault.
6. A replacement product / credit will be issued for all valid returns. All non valid returns will be returned to the customer.