

RMA Terms & Conditions

Below is a summary of Westcon-Comstor' RMA Policy. Please ensure you review and understand our policy before logging an RMA with us.

1 - RMA's (Return for Credit)

2 - RMA's (Return for Replacement / Repair)

3- Returns Procedure

4- Damaged and Lost In Transit

1 - RMA's (Return for Credit)

An RMA will only be authorised under the following conditions:

- The request needs to be submitted and returned within 30 days of the date of our sales invoice
- Products sold on a non-returns basis are excluded (e.g. Non Stocked/bespoke purchase from Vendor).
- If the product(s) are not received by Westcon-Comstor within 30 days of authorisation then the RMA will expire and the goods will be rejected at the warehouse if received after this time, or you will be asked to arrange a collection
- The product(s) must be returned to Westcon - Comstor in its original condition (unopened and in original packaging). Failure to return any item (Evaluation Returns Excluded) or component in original condition will result in a credit not being issued.
- Licenses, Smartnet & Maintenance Contracts are subject to Vendor approval and will only be authorised for Credit upon this approval being granted.

Restocking Fee

Authorised RMAs may incur a Restocking Fee (at our discretion), unless the reason for RMA is a result of Westcon-Comstor error.

The restocking fee, should we choose to apply, is 15% of the total value of products or £50/\$50/50 Euros (currency on order) whichever is higher.

Credit Notes

The amount credited will be the original sale price as invoiced less any Restocking Fees.

2 - RMA's (Return for Replacement / Repair)

A RMA will only be authorised if the product(s) falls into one of the following two categories

1. DOA (Dead on Arrival)
2. In-Warranty

DOA's

Products found to be defective out of the box or "dead" on arrival, may be returned for replacement in accordance to Vendor Terms and Conditions.

In-Warranty

Westcon-Comstor will review the RMA request and evaluate with regard to the manufacturer's warranty terms.

If Westcon-Comstor are to process the warranty, a replacement or repair will be coordinated with the manufacturer.

In the event that the warranty claim is not handled by Westcon-Comstor, then an alternative contact will be provided.

Advance Replacements

If an item is deemed to be 'network critical' then it is advisable to purchase a maintenance contract for that item.

Advance replacements may be provided but this is at the Westcon-Comstors' discretion.

If an Advance Replacement is authorised, the product(s) will be invoiced at current pricing.

A full credit will be issued once the defective item(s) have been returned to Westcon - Comstor.

3 - Returns Procedure

- Product(s) must not be returned until you receive authorisation, in the form of a Returns Material Authorisation number, and shipping advice.
- Product(s) returned without authorisation will be returned at the Reseller's cost.
- Once the RMA request has been approved, you must return the product(s) to Westcon-Comstor.
- For DOA and faulty RMAs please ensure that the shipment is clearly labelled with the RMA number.
- For Commercial Returns it is important that these items are undamaged and in their original packaging with all labels, tags, barcodes still attached. Please do not apply tape or write on any of the packaging, it is part of the product being sold and needs

to be in a re-saleable condition. If necessary place product in another box or shrink wrap.

- Please ensure that the RMA number and Returns Address is written on the additional packaging, Failure to do this may result in a delay in processing the RMA or the product(s) may be returned to you.
- Westcon-Comstor accepts no responsibility for loss or damage incurred in transit. The product(s) will not be considered returned, unless a duly authorised Westcon - Comstor representative has issued a signed receipt.
- When the product(s) arrives at the Westcon - Comstor, it will be checked to ensure that the contents match the RMA that was authorised and if not, the product will be returned at the Reseller's cost.

4- Damaged and Lost In Transit

- If items in transit show visibility of damage upon arrival, then you should reject the shipment.
- If you choose to accept the goods, you need to make sure that when signing the carriers POD receipt, it is clearly identified in writing on the POD that damage has been noted.
- You MUST notify the Westcon/Comstor Customer Service Team of any damaged or lost in transit claims within 5 working days of receipt of invoice. Failure to follow these process may invalidate your claim