

Returns and RMA Policy

Follow the 3-step process below to secure an advance replacement for your product where you are reporting a fault. If you wish to return products other than where there is a fault, please contact us for advice. The supply of the replacement products will be subject to Purdicom's terms and conditions for the supply of goods and services.

1 Contact Purdicom Technical Support: 03331212100

Alternatively, you may email RMA@purdi.com. You will need to provide us with a description of the product and model, product serial number, your contact information, fault description, and any reference number we may have provided you with.

2 The Purdicom Technical Support Team will identify the cause of the problem.

A member of the Purdicom Technical Support Team will assist you in identifying the likely cause of the fault. Your fault will be logged and a Tech Case Number will be assigned to you. After which they will partially complete a unique RMA form and send a copy to you by email.

3 Confirm your RMA request

All that is required now, is for you to:

- (a) fill in and sign the RMA form you have received and return it to us via RMA@purdi.com; and
- (b) Accept our RMA Terms and Conditions (as set out below).

We will send you an acknowledgement confirming receipt of the RMA form. If you are returning faulty products, we will send you a copy of the approved RMA form and shipping details indicating what products will be shipped and to which address within 72 hours of the acknowledgement.

No invoice will be generated against the reference number you supply.

It is your responsibility to return defective or un-used products to our office.

Advanced replacements will only be issued if the product is DOA and within 7 days of purchase for indoor and 15 days for outdoor products. Alternatively, advanced replacement support can be purchased through your Account Manager.

Products will ship out within 48 hours (2 business days) from the time the advance replacement submission request is received and the authorisation hold has been verified subject to Purdicom's terms and conditions for the supply of goods and services if items are not in stock at the date the request is received.

Expedited shipping request does NOT expedite the processing time.

Once you have received the replacement product, the original non-working product must be returned to Purdicom no later than the end of the 14th day, otherwise the authorisation hold captured for the product will be processed for the full amount.

Any package received after the 14th day will be refused and all refund requests will be denied.

4 Additional Information/Guidelines

Set out below is some additional information and guidelines to help you complete the Purdicom RMA process

- 4.1 Incomplete RMA request forms will delay processing time and may be returned.
- 4.2 Where an advance replacement is requested, a reference number/purchase order will be required. No request will be processed without these.
- 4.3 You are required to ensure that the faulty or un-used products are received at Purdicom within 14 days of the RMA form being issued.
- 4.4 Failure to make available the faulty product for return to Purdicom within the allotted period will result in an invoice being generated for the full amount of the advanced replacement item(s) and a potential loss of advanced replacement privileges to your account.

- 4.5 When returning goods, please enclose a copy of the approved RMA Request Form in the returning package
- 4.6 Write the RMA number clearly on the outside of each box (TECH XXXX).
- 4.7 Clearly identify that the item(s) returned is faulty.
- 4.8 Ensure only the product approved on the RMA request form is returned to Purdicom. Serial numbers must match those on the form; Products not on the RMA form will be returned at your cost.
- 4.9 Products being returned to Purdicom must be properly packaged (where possible use the original packaging or that of the replacement item).
- 4.10 Any goods with malicious damage or damage during transit due to inadequate packaging will not be credited. Static sensitive assemblies must be packaged within a static protective bag. Failure to properly package returning product will also void all warranty on that product as hidden damage may occur.
- 4.11 Where a product returned for repair is “Out of Warranty”, following initial inspection of the product, you will receive an estimate which will need to be approved in the form of a purchase order or signed quote before we can carry out any repair works.
- 4.12 Where a product returned for repair is determined as “No Fault Found”, you will be responsible for a Standard Evaluation Fee, which is chargeable at £87.50
- 4.13 RMA repair requests will be closed if Purdicom does not receive the relevant product within 30 days.
- 4.14 Product must be complete.
- 4.15 Any damage to a product or missing components will not be repaired / replaced under warranty.
- 4.16 Our commitment to you is that by following the above guidelines we will ensure you receive replacement service parts and authorization to return goods for credits and repair quickly and efficiently.

- 4.17 There may be circumstances not covered by this document. In this event please do not hesitate to contact Purdicom Technical Management to discuss your particular query in detail.