

# RMA

## Return Merchandise Authorisation Request

RMA # issued

Customer: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Contact: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Email: \_\_\_\_\_

I hereby accept the Terms and Conditions of Curtis Consulting Ltd (available on our website and on request), including the RMA Supplemental Terms and Conditions stated overleaf.

Customer Signature \_\_\_\_\_ Name \_\_\_\_\_

Date \_\_\_\_\_

Quantity x Product Code / Invoice No /  
 Serial Number Date Full Description of Fault

Internal Use Only

Qty	Product Code	Invoice Number	
<b>x</b>			
Serial	Date		

Action	Jobsheet	PO# & date
Credit #	Shipping	Signoff

2

Qty	Product Code	Invoice Number	
<b>x</b>			
Serial	Date		

Action	Jobsheet	PO# & date
Credit #	Shipping	Signoff

3

Qty	Product Code	Invoice Number	
<b>x</b>			
Serial	Date		

Action	Jobsheet	PO# & date
Credit #	Shipping	Signoff

4

Qty	Product Code	Invoice Number	
<b>x</b>			
Serial	Date		

Action	Jobsheet	PO# & date
Credit #	Shipping	Signoff

5

Qty	Product Code	Invoice Number	
<b>x</b>			
Serial	Date		

Action	Jobsheet	PO# & date
Credit #	Shipping	Signoff

**Actions:**

- M=Manufacturer Direct
- N=Non-CCL goods
- V=Void / Damaged
- O=Out of Warranty

- T=Tested OK
- R=Replaced
- C=Credit

**Internal Use Only**

Received		Tested		Authorised/Signoff	
Date	Name	Date	Name	Date	Name



# Curtis Consulting Ltd Return Merchandise Authorisation Supplemental Terms and Conditions

The Conditions set out in this document are supplemental to Curtis Consulting Limited's Standard Terms and Conditions of Supply ("General Conditions"). In the event of any conflict or inconsistency between these supplemental Conditions ("Supplemental Conditions") and the General Conditions, the Supplemental Conditions shall prevail but only to the extent of that conflict or inconsistency. Words and expressions defined in the General Conditions shall have the same meaning when used in these Supplemental Conditions.

- 1 The Return Merchandise Authorisation ("RMA") form must be filled out completely and accurately, before items are returned to CCL. The form must be signed, to verify agreement with Curtis Consulting Ltd ("CCL") terms and conditions.  
Once the form has been received and verified in CCL, an RMA number will be issued.  
This number will be valid for 14 days, and the item(s) must be received in CCL within that time. It is the Customer's responsibility to ensure items are returned to CCL in good time.
- 2 Items may be returned if they are in warranty, and according to the terms of that warranty. Items may not be returned for any non-warranty issue (for example, change of mind).  
Most goods supplied have a manufacturer warranty of 1 year.  
Where the manufacturer warranty does not apply, CCL has a general policy of providing a 1 year warranty from the date of installation.  
This may be varied according to conditions applied by the manufacturer and other relevant circumstances.  
In addition, certain items do not attract a warranty - these include second-hand, repaired, and Charity goods.  
Charity goods are those donated to CCL and are therefore second-hand. These items are supplied on an 'as seen' basis, and all proceeds go to charity.  
Physical damage to any item including the packaging, however caused, will void the warranty.
- 3 All items returned to CCL must be in their original packaging, with all literature, manuals, cables, disks, software and anything else included in the original packaging.  
Items and packaging must be in an 'as new' condition and suitable for resale as new.  
Items sent otherwise will not be accepted, and may be returned to the Customer at the Customer's expense.
- 4 It may be necessary for the item to be removed from Customer Site or Address by an engineer - in that case, CCL will send an engineer to Customer Site or Address.  
In other cases, it may be appropriate for the Customer to send the item to CCL. The best method will be determined when CCL receives the RMA form.
- 5 If the item is to be sent by the Customer to CCL, then it is the Customer's responsibility to ensure the item is safely transported.  
All items must be carefully packaged to ensure they are not damaged in transit. Any labels or addressing directions should be placed on the outside packaging (i.e. please don't write or stick labels on the item box). Responsibility for the care of the item remains with the Customer until CCL has accepted the item. For example, damage in transit however caused will void the warranty.  
A reputable proof of delivery carrier should be chosen.
- 6 All items returned to CCL will be tested. Any items found to be working properly will be subject to a £45 (+VAT) test bench fee. CCL policy in this case is to return the item to the customer.  
In exceptional cases, if the item is new and unused and in re-saleable condition, CCL may agree to keep the item - in this case, a re-stocking fee will be applied. In cases where the item is specialised or particular to a certain system, or for any other reason, CCL reserves the right to not agree to issue a re-fund.  
The re-stocking fee in most cases will be calculated as 20% of the sale price (minimum £20). CCL reserves the right to vary this charge dependant on the costs incurred per item, up to a maximum of 30% (minimum £35).
- 7 CCL has a general policy of replacing faulty items, if returned to CCL within the warranty period. However, replacements are subject to availability of equivalent products at the time of the return.  
CCL will make all efforts to source an equivalent new item within a reasonable period. If there are difficulties, CCL will inform the customer.  
CCL reserves the right to offer second-hand equipment, or an item to a slightly different specification which is deemed suitable for customer purpose.  
Any items returned outside the warranty period will be deemed Void for the purposes of RMA.
- 8 Voided or fully working items must be collected by the customer within 5 days of notification.  
If not, a storage fee will be charged of £1 (+VAT) per day until the item leaves CCL, or instructions for disposal are received.
- 9 CCL reserves the right to reject any merchandise that does not comply all the points of this policy stated above.  
Any other requests not covered by this policy will be handled on a case by case basis. CCL is under no obligation to accept goods for return except under these Conditions.