

Returns and Storage Policy

We understand that sometimes Products need to be returned. Whether the item is damaged, Dead on Arrival (DoA) or is not required, we will try and help you out.

General Returns

When you have obtained our prior written authorisation, we will accept the return of Products supplied to you. Such authorisation is given at our absolute discretion and can be obtained from the customer services department. We reserve the right to charge you a collection and handling charge of £25.00 (or more as indicated by your account manager or the customer services department on giving authorisation). The original delivery, installation or configuration charges are non-refundable, and a charge for de-configuration will be made where appropriate. We also reserve the right to refuse return of Products if you notify us more than 10 working days after delivery that you wish to return Products.

A re-stocking charge (up to the full price of the Products returned) may be made, at our discretion, for any Products that are not returned in a pristine condition. Pristine means unopened, unused, complete with all cables, manuals and accessories and in the original packaging, without any writing at all on the boxes.

Risk in any returned Products shall remain with you until the Products are delivered to our premises.

Short Deliveries and Damaged Products

Upon delivery of Products, please check the number of parcels received against the courier's documentation, and sign the courier's documentation for the number of parcels that have been received only. Please inspect the condition of the parcels and if any parcel appears damaged, please amend and sign the courier's documentation accordingly.

Please then unpack and inspect the Products. If any of the Products are missing, please contact your Account Manager to report the shortage.

All short deliveries and damaged Products should be reported to your Account Manager within 2 working days of delivery.

Where Products arrived damaged, subject to the courier's documentation being signed as damaged, we will raise an insurance claim to the courier and once claim is accepted, the Products will be replaced and credited.

DoA and Faulty Products

We recognise the inconvenience and disruption that DoA Products can cause to your business.

Prior to shipment, we can mitigate the risk of supplying DoA Products by providing a pre-delivery build, configuration and soak testing service in our configuration facility at cost.

We will arrange for the replacement or repair of DOA Products in accordance with the following procedure:

- Please sign the delivery documentation, unpack and inspect the Products.
- You must inspect the Products within 5 Working Days of delivery in order to comply with manufacturer's DOA period, which begins from the date of delivery.
- If the Products do not work at all or properly, initiate the return of DOA Products procedure by reporting this to your Account Manager. Please quote both the order reference and part number when reporting this issue.
- We will obtain DOA approval from the manufacturers. The manufacturers will log the issue with our vendors for a credit and load a replacement order.
- We will arrange for the collection of the faulty product from your site, and will credit you as soon as we receive credit from our vendor.

If Products are reported as faulty outside of the DOA period, a standard warranty replacement or rectification process will be initiated.

If the manufacturer does not offer a DOA policy or the DOA period has elapsed, we will liaise with you and the relevant manufacturer to arrange a warranty fix or replacement Products. The warranty period commences on the date of the original delivery.

We do not charge restocking fees for DOA or faulty Products, though we reserve the right, at our discretion to either levy a charge if the Products later turn out to be fully functioning in subsequent testing or return the functioning Products to you.

Storage

If, in an accepted order, you indicate that you require us to hold the Products, this will be in our warehouse which is located at National Distribution Centre, Unit 8, Castle Mound Way, Rugby, CV23 0WB (or any other secure location which shall be notified to you). Upon a request, we will hold such Products for a period of 90 days (or such other period as may be agreed between the parties) from the date of the order.

At any time and upon 10 days' prior written notification, you may request delivery of all or part of the Products ("Request"). Each Request shall set out the following:

- the Products that you require to be provided (the "Selected Products");
- the premises to which the Selected Products are to be delivered; and
- the date on which the Selected Products are required to be delivered ("Delivery Date").

We will acknowledge a Request within 2 working days and will deliver the Selected Products in accordance with this policy.

We will invoice you for the Selected Products delivered on the date of shipment from our warehouse. The invoice will be payable by you in accordance with your payment terms with us.

If the term of your agreement with us comes to an end, and you have not made a Request for all of your remaining Products ("Outstanding Products"), we reserve the right to either (i) deliver the Outstanding Products to you and the cost of delivery shall be borne by you; or (ii) charge to cover costs incurred by us (the charge will include but not be limited to: storage charges, cost of capital and additional man hours) until you make a Request for the Outstanding Products or we choose to deliver them to you and the cost of delivery shall be borne by you.

If the Outstanding Products remain in our warehouse after the term of your agreement with us comes to an end, you agree that the risk in the Outstanding Products will pass to you (notwithstanding the fact that the Outstanding Products remain in our warehouse).

If we choose to deliver the Outstanding Products to you, we will issue you with an invoice for the Outstanding Products which will become payable immediately upon receipt. Upon payment in full for the Outstanding Products, title in the Outstanding Products will pass to you.