

FORTEC UK RMA Ref #

Customer RMA Form

Please complete as much information as possible. Missing information may result in a delay with processing your return.

Customer Information – please provide all requested information.

Company Name		Return address, for when item(s) have completed the RMA:
Your Returns Ref		
RMA Contact		
RMA Email		
Telephone No.		

Product Information

FORTEC UK Part Ref (xx-xx-xxx)	Brief Description	Serial Number	Reason for Rejection
1			
2			
3			
4			

Original Delivery Note, Invoice or PO ref

Additional Info. Please help us by providing any other information which may help us quickly identify the fault. i.e. How & where the issue was first detected / the application the unit is used in.

FORTEC TECHNOLOGY UK LIMITED
 Osprey House, 1 Osprey Court,
 Hinchingsbrooke Business Park,
 Huntingdon, PE29 6FN

Tel: +44 (0) 1480 411600
INFO@FORTEC.UK
www.fortec.uk

I confirm we have read & understood your returns policy and that by returning goods we accept your terms and conditions.

This form should be signed by somebody within your organisation with the authority to agree the above.

Signed _____

Print _____

Position _____

Date _____

Please take care that parts are packed correctly & that packaging meets ESD (Electro Static Discharge) demands and is appropriate for safe transport. We do not accept liability for any damages due to inappropriate packaging.

1. FORTEC Technology UK Limited – Returns Procedure (November 2018 onwards)

- 1.1 Download & complete the Customer RMA Form & email it to rma@fortec.uk requesting an RMA reference & authorisation to return the parts.
- 1.2 FORTEC Technology UK Limited may carry out a brief check to determine warranty status & ask a few questions before issuing an RMA number & giving instructions to return the goods.
- 1.3 FORTEC Technology UK Limited will confirm which address you should send your RMA to (Please Note: this may be an alternative address to our main office address).
- 1.4 Return your goods with the completed RMA form & any of your own documentation if applicable. Please take care that parts are packed correctly & that packaging meets ESD (Electro Static Discharge) demands & that it is appropriately protected for safe transport. We do not accept any liability for any damages that may occur due to inappropriate packaging of the returned parts.
- 1.5 Once received, FORTEC Technology UK Limited, will inspect your goods & your RMA will enter the returns process. We will keep you up to date with progress. Please note that there is no fixed timescale for processing RMA's as this is entirely dependent on each individual case.

2. FORTEC Technology UK Limited – Returns Policy (November 2018 onwards)

- 2.1 Items should be returned with a completed RMA form stating our RMA reference as per our returns procedure.
- 2.2 Items returned without following our returns procedure (i.e. without a valid RMA form & RMA reference) may take longer to process due to missing information.
- 2.3 Our standard warranty period is 12 months from date of original invoice.
- 2.4 Items should be less than 12 months old, undamaged & unmodified for warranty to be valid. We strongly recommend that if you are unsure whether your goods meet warranty requirements, you can contact us before returning the goods to avoid incurring unnecessary charges (see points 2.6 & 2.7 regarding potential charges)
- 2.5 The customer is responsible for the cost of returning goods to FORTEC Technology UK Limited. Any consignments received that have not been pre-paid will be rejected back to sender. Costs

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will not be paid, nor will transport liability be accepted for such consignments. In the event that such consignments are successfully delivered to FORTEC Technology UK Limited, any associated costs will be billed back to the sender and the RMA will not be processed in the meantime.

2.6 Items with a valid claim to warranty and found to be faulty/defective, will be repaired or replaced by FORTEC Technology UK Limited. Credit notes are NOT issued and will only be issued in those cases where repair/replacement is not possible.

2.7 Items returned without a valid claim to warranty (i.e. outside the warranty period, in a modified condition, damaged, or where the defect/fault is determined to have been caused by customer misuse/mishandling) will be subject to the following costs:

Inspection Charge - £25 minimum

Repair Charge - £50 minimum + cost of any replacement parts necessary

Scrapping Charge – £25 minimum (£50 minimum for large format products)

Return Freight at cost (size/weight/destination dependent).

Our RMA department will contact you to discuss the available options (i.e. chargeable repair or replacement, scrap or return un-repaired) and will quote the appropriate costs at that time.

2.8 Items returned that are found to have no fault (NFF) will be subject to an inspection charge of £25 minimum and the freight cost to return the item to you. Our RMA department will contact you to discuss.

2.9 We try to process returns as quickly as possible but due to the nature of the products we sell it is not possible to give a fixed timescale. We will do our very best to keep you updated throughout the process & where possible we will give you estimated timescales.

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