

Return Merchandise Authorization – Request Form - RMA

Returns Information

- Returns can only be accepted for goods purchased from LAN Support Limited.
- Proof of purchase i.e. a copy of the invoice number or signed order confirmation number is necessary to provide any service.
- Notification via this web form MUST be completed and submitted within 3 days of merchandise delivery.
- All shortcomings, discrepancies, short-shipment etc. should be brought to the notice of LAN Support via this web form within 2 days from the date of the receipt; LAN Support will not be responsible, or liable thereafter in respect of this RMA.
- Where possible, goods must be made available to collect with immediate effect.
- Collection must take place no later than 3 days after returns RMA approval.
- Courier collections will be attempted no more than once, further collections will be chargeable.
- No restocking fee will be applied on returns where LAN Support Limited has processed in error.
- All software, cabling, services, warranty packs are not returnable.
- Returns will be credited to customer account only.
- Service & Installation charges are not refundable.

DOA Information

- DOA Products must be reported within 5 days of delivery.
- DOA Products can ONLY be returned if they are in the original packaging. This even applies in the event where LAN Support consultants/engineers and alike opens packaging on our clients behalf.
- DOA Products with no packaging must be repaired under the terms of the manufacturer warranty.
- DOAs logged after the 7 day period will be repaired under the terms of the manufacture warranty.
- Damaged goods must be reported within 24 hours of delivery.
- Service & Installation charges are not refundable.

Additionally, for Customer Error returns:

- Any product ordered in error can only be returned if unopened.
- Any product ordered in error may be subject to a restocking fee. In all situations LAN Support Limited will have the absolute decision.
- LAN Support can collect customer error returns but shipping costs are at the customer's expense. Where no delivery charges were made or were provided at no fee at the time of sale then a fee of £15.00 per item will apply for each item delivered.
- No writing or shipping stickers should appear on the manufacturer's original box.
- Service & Installation charges are not refundable.

Please complete the below form in full.

Company Details:

Company Name:

Address:

Address Line 1

Address Line 2

Address Line 3

Town/City

County

Post Code

Contact Details

Contact Name

Contact email

Contact Number

Order Details:

Invoice Number

Quotation Number

Delivery Note Number

Date Ordered

Order Contact

LAN Support Contact

Customer Reference

Delivery/Collection Point:

Contact Name

Address Line 1

Address Line 2

Address Line 3

Town/City

County

Post Code

LAN Support Part Number	Description	Qty	Unit Price (exc. VAT)
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Reason for return:

Request type: Please select.	Replacement Product	Full Refund
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By selecting '**I agree**' you confirm that you have provided the above information to the best of your knowledge and that ALL information is correct. You have read and understand the terms within the headings; *Returns Information, DOA information and additionally, for Customer Error returns*, sections. You understand and agree to all the terms and conditions within this RMA.

By Selecting '**I do not agree**' will end your application for this RMA procedure.

Please confirm your selection below

I do not agree

I agree