



## Customer Returns Procedure

CPI is committed to providing its Customers with the highest quality products. However, there may be rare occasions where product may be identified as being faulty, defective or not compatible with the original request. It is for these exceptional occasions, and in line with our commitment to quality, that our Customer Returns Procedure has been implemented.

### Conditions

- All products sold are on a Return to Base (RTB) basis unless otherwise agreed in writing before completion of the sales transaction.
- Product which has been supplied to meet with the requirements of your order and which function correctly will, under normal circumstances, not be eligible for return.
- Products may **only** be returned once in receipt of our prior written consent. This is regardless of whether the product is faulty, damaged or incorrectly supplied.
- Product returned without permission may be refused.
- All permissions to return products will be authorised by the issuing of a Customer Returns Number (RMA). This number is to be clearly identified on the outside of the returned item(s) and is to be referenced to in all communications.
- Customer Returns Numbers are valid for **FOURTEEN** calendar days after issue date. Any item(s) returned after this date may be refused as invalid claims.
- CPI reserve the right to levy charges for restocking and / or handling and / or administration and / or shipping where the returned item is deemed by CPI to be correctly supplied and free from defect.
- Product Warranty is 90 days unless otherwise stated.
- Transit damage, or any delivery discrepancies must be notified to CPI in writing within **FIVE** days of the receipt of the Goods.

A full copy of our terms and conditions of sale can be forwarded upon request.

### Procedure

Should there be a need to return products you should follow the procedure below

- Contact your Sales Account Manager and provide them with the following information:-
  - Customer Name
  - Our Order number or your purchase order number
  - Part Number of product concerned and serial number if applicable
- If your request is considered acceptable, our Account Manager will send you a completed RMA form.
- In **ALL** incidences it is important to clearly identify the Customer Return Number (RMA) on the returned product(s) documentation. Please note that this must **NOT** be written onto the packaging in a way that will permanently cause degradation to that packaging.
- Product(s) shall be returned in the packaging in which they were originally delivered, complete with any accessories, licenses, manuals etc.
- Replacement product(s) will only be issued, in advance of the return of the original product(s), by the completion of a new sales transaction at the original sales order value.
- All product will be checked and tested upon return and you will be advised of any discrepancies. Any credit or additional billing will be raised as appropriate.
- **FAILURE TO COMPLY WITH THIS PROCEDURE WILL RESULT IN DELAYS AND POSSIBLE REJECTION OF CLAIMS.**

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