

## 1.0 Braemac UK Ltd Returns Policy

1.1 All customers wishing to return product must complete the attached RMA form. The part no, serial no. (where stated) and return reason are mandatory fields. Should the info not be complete we may need to contact you to enable the process to proceed.

### Example S/N AUO TFT



1.2 Once approved by our QA department the returned goods must be marked with the relevant RMA number. Units received without an authorised RMA will be returned

1.3 Customers are liable for return costs, unless otherwise arranged

1.4 Goods that have failed within a 30 day period under normal operation will be applicable for warranty (advanced) replacement and will be replaced from stock (should inventory levels permit)

1.5 Goods that have failed after a 30 days period are not applicable for advanced replacement. If the product is still within the warranty (normally 12 months) products will need to pass through the repair process. Repair will be carried out locally where possible, or returned to supplier.

1.6 Goods provided on a sale / return basis MUST be returned in original packing and in as new condition to be liable for a credit. Failure to do so may result in a re-stocking fee or invoice.

## 2.0 Returns Procedure

2.1 Complete RMA and sign to confirm acceptance of our terms

2.2 Please take care returned parts are sufficiently packed for safe transport. We cannot accept liability for damages occurring due to inappropriate handling

2.3 Send goods to us together with the completed RMA form(s) and any paperwork relevant to your company

### 3.0 Customer RMA Form

#### **Customer Information**

Company:

Contact:

Tel no.

Email:

#### **Product Information**

Part No.	Serial number	Invoice/ Delivery Ref.	Failure Reason

I confirm that I have read the understood your returns policy and that we accept these conditions

Signed

Position

Date:

Completed forms should be returned to: Andy Meade - [a.meade@braemac.co.uk](mailto:a.meade@braemac.co.uk)  
Braemac UK, 1 Mandarin Court, Centre Park, Warrington, Cheshire. WA1 1GG.

For Braemac use only		
RMA Number	Approved by	Comments