

# Northwood Technology, Returns & Repairs Policy 2014

## Return for Credit Policy

- All products sold within 30 days will be refunded & a credit will only be issued once the product is returned in its complete original packaging & in a resalable format. The return must first be inspected by our returns department to ensure the product is resalable before a credit can be raised.
- All products sold outside 30 days will be refunded & a credit will only be issued once the product is returned in its complete original packaging & in a resalable format. The return must first be inspected by our returns department to ensure the product is resalable before a credit can be raised. This credit is subject to a re-stocking charge of 20% from the original invoice value.
- Product returned without the relevant return number & paperwork will be placed in quarantine until contact is made by the customer & will not be inspected for credit.
- All returns are based on a "return to Base" basis which means the onus is on the customer to organise the return to Northwood.

## Faulty Return Policy - In Warranty

Northwood can no longer offer an advanced replacement for faulty product sold. On becoming aware of a faulty product a customer must contact the sales department who will process & issue an RMA number. The customer must organise to return the product along with the relevant RMA number displayed on the box to Northwood Technology. Products returned without a relevant RMA number will not be accepted & will either be returned to the courier or left in our quarantine area until the customer makes contact regarding the update of their return. Failure by the customer to return product as per the correct procedure will only delay our technical department in checking the return for a fault. Once the return is received by the goods inwards department with a relevant RMA number it will then be loaded onto our RMA system & logged through our inspection process to help keep our customers informed at all times. Once product is inspected & a fault found the product will then be returned to the manufacturer to process. If no fault is found & the product is working as required an inspection fee will be charged to the customer & the customer notified so the product can be collected or delivered.

## Faulty Return Policy - Out of Warranty

Northwood can no longer offer an advanced replacement for faulty product sold. We offer an in-house repair facility on most brands of security equipment. If a customer has a faulty product out of warranty which requires repair they must contact our sales department who will issue an RMA number to accompany the repair.

Once the return is received by the goods inwards department with a relevant RMA number it will then be loaded onto our RMA system & logged through our inspection process to help keep our customers informed at all times.

Our service department will inspect the repair & issue a quotation to have the product repaired & no further action will take place by Northwood until the customer gives the authorisation to repair the product after the quote by issuing an order number or reference.

Product left in for repair which has not been given the go ahead by the customer to repair will be returned (un-repaired) after 60 days to the customer.

Product repaired & not collected as per the customer's instructions after 90 days will be sold to cover the cost of the repair.

**A full list of inspection fees & repair costs can be obtained from our repairs dept.**