

How to Return Faulty goods (Reseller procedure)

If you need to return a faulty item please follow these instructions carefully. It is essential that you seek prior authorisation and include a Returns Form when returning items – we are unable to process any un-authorized returns. If your item is not faulty and you are returning it for credit or refund a different procedure applies – please contact us to discuss this.

1. Contact us by telephone or e-mail and request a Returns Authorisation (RA) number. To issue this we will require:
 - a. Your name and address.
 - b. Details of the item being returned (brand and model number/name).
 - c. Details of the purchase (original invoice number)
 - d. Information about the fault or issue.
2. As a reseller we expect you to carry out front line product support and to ensure returned products have a genuine fault before they are returned to us. As a result, our customer service team may suggest simple remedies, undertake a basic fault finding process or ask for further information before authorising the return.
3. Once the return is authorised you will be issued an RA number. Print out and fill-in a copy of the Returns Form on page 2. If you are returning more than 2 items use the continuation sheet on page 3. An example of a completed Returns Form is shown on page 4.
4. Within 7 days, carefully package the item to avoid further damage (only return the faulty part unless instructed otherwise), enclosing the completed Returns Form and a copy of your original invoice. Address it as shown below, inserting the RA number you have been given in the space provided:

Ingenso Limited RA: _____
Unit 58, Joseph Wilson Industrial Estate
WHITSTABLE
Kent
CT5 3PS

5. If you are in the UK and return the item by post we recommend that you ask for a Certificate of Posting (provided free of charge) from the Post Office. This will allow you to claim for any items if they become lost in the postal system. For packages over £50 value you may wish to use an insured and/or signed for method. Please note that return postage is your responsibility and we cannot be held responsible for any loss or damage in transit.
6. When the item arrives with us, we will verify the fault and repair or replace the item. We may contact you for further information if we cannot identify any faults.
7. The whole process should not take more than 14 days, however in some instances we may need to send your item to the manufacturers for inspection/repair and this may take longer.

In some cases the item may not qualify for warranty (e.g. due to misuse). If this is the case, we will contact you to discuss the matter.

If the returned item is no longer available and a repair is not possible we will replace it with a similar item of equal or greater value.

RA number:		Returns Form (Continuation sheet) The shaded areas are for office use ONLY.			Sheet:	of			
Item	Product Information Enter each product separately.	Reason for return Please describe the exact fault.			Office use				
	Brand:				Warranty:	Yes	No		
	Model:				EUA:	Credit	Repair	Replace	RTC
	Serial:				INA:	NFF	Repair	Return	W/O
	Description:				Repair ref:	RMA:			
	Original Invoice number:				Notes:	Processed by:	Completed:		
	Brand:				Warranty:	Yes	No		
	Model:				EUA:	Credit	Repair	Replace	RTC
	Serial:				INA:	NFF	Repair	Return	W/O
	Description:				Repair ref:	RMA:			
	Original Invoice number:				Notes:	Processed by:	Completed:		
	Brand:				Warranty:	Yes	No		
	Model:				EUA:	Credit	Repair	Replace	RTC
	Serial:				INA:	NFF	Repair	Return	W/O
	Description:				Repair ref:	RMA:			
	Original Invoice number:				Notes:	Processed by:	Completed:		

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