



## Returns and Repair Policy

*How to send something back!*

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# Returns and Repair Policy

## *How to send something back!*



Section 1 (page 3-5)

Problem - DOA (Dead on Arrival) or Out of Box Failure

Solution - Advance Replacement Form

Section 2 (page 6)

Problem - You want to send an item back for repair

Solution - Product Repair Form

Section 3 (page 7)

Problem - You want to send an item back

Solution - Product Credit Form

### *Advance Replacement RMA Form*

Occasionally the brand new item of equipment that you have just purchased fails straight out of the box. Under these circumstances our primary objective is to get a replacement to you in the shortest possible timescale.

Your help in achieving this is appreciated and by taking the following steps it can be relatively painless.

Here's what to do:

- A. As soon as you are aware of the problem call Pro-Vision Technical Support. Advise them of a pending return - Advance replacement, they will issue you with a RMA number for your RMA form to complete. Please complete the form and either e-mail the PDF (requires Acrobat Read version 9) to [sales@provision-cctv.com](mailto:sales@provision-cctv.com) or fax a copy to 01743 440 700
- B. We will send a replacement unit to you for next working day delivery if it is in stock or as soon as possible afterwards if it is not.
- C. We will arrange for collection by Interlink of the faulty item for return to us.

These are some do's and don'ts to help us to help you:

- Please try and keep the packaging and instruction book, if you haven't got it please tell us, we may keep the packaging from the replacement item and send the replacement in a plain box.
- Please return the faulty item in its original manufacturers box within the Pro-Vision box that we have sent the replacement item in.
- Make sure that the faulty item is available for collection properly packaged for Interlink to call and collect it. Abortive calls are charged back to us.
- It is much more efficient for us to ship to and collect from your normal business address. We know that sometimes it may be easier to try and do this whilst you are on site but there are all sorts of things that can go wrong – the driver can't find you – the goods are signed for and go missing – the goods are signed for and go in to their stores and by 5pm you're ready to lay into us when we actually delivered at 10am so please help us to make it easy.

This is the boring bit where we have to tell you what we won't do –

- If the item of equipment that you ordered is a "special" we will have to pick it up and return it to the manufacturer for repair, so you may not get an immediate replacement.
- If you etched "Cam 5" into the case of the camera or visibly defaced it any way or any item of equipment, we may not be able to credit you in full under the terms of the warranty.
- We will check when you purchased the equipment, so if we are not notified within a few days of purchase that it is a DOA then we may not apply this procedure to you.
- None of this affects your statutory rights under the Sale of Goods Act. Pro-Vision Distribution Ltd Terms and Conditions of Trading apply.

Although they do not happen very often DOA's are a pain in the backside to everybody, our system is designed to try and overcome the problem in the shortest possible time please help us to achieve this by following the simple guide above.

Please follow the procedures below BEFORE you send any goods back to us.

1. Telephone the Sales Department to advise them of a pending return, they will issue you with a RMA number for your RMA form to complete. Please complete the form and either e-mail the PDF (requires Acrobat Reader version 9) to [sales@provision-cctv.com](mailto:sales@provision-cctv.com) or fax a copy to 01743 440 700. Please ensure that you attach a copy of the completed form with the returned goods.
2. Please address the returns to :- The Returns Department, Pro-Vision Distribution Ltd, Knights Way, Battlefield Enterprise Park, Shrewsbury, Shropshire. SY1 3AB.

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1. Telephone the Sales Department to advise them of a pending return, they will issue you with a RMA number for your RMA form to complete. Please complete the form and either e-mail the PDF (requires Acrobat Reader version 9) to [sales@provision-cctv.com](mailto:sales@provision-cctv.com) or fax a copy to 01743 440 700. Please ensure that you attach a copy of the completed form with the returned goods.
  
2. Please address the returns to :- The Returns Department, Pro-Vision Distribution Ltd, Knights Way, Battlefield Enterprise Park, Shrewsbury, Shropshire. SY1 3AB.
  
3. Remember if within 30 days of the date of purchase you wish to return any goods to us for any reason, we will issue a full credit without question provided the following applies:
  - a) The goods were not purchased as a non-stock "special" item for you.
  - b) The goods were returned in their original, unmarked packaging and unused.
  - c) The goods were complete with all connectors, manuals and ancillary items.
  
4. The above does not apply for DOA's (Dead On Arrivals).

Following the above procedures will ensure that we can action all your returns as quickly as possible – without causing any delays. This can only be achieved with your help.



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