

PRODUCT RETURNS POLICY & PROCEDURE

INTRODUCTION

If for any reason you feel that you need to return a product to CoreRFID, please first read through the Terms and Conditions of sale and then follow our Returns Policy & Procedure.

RETURNS POLICY

We know that you will be pleased with your purchases from CoreRFID. However, there may be occasions when you will need to return items to us.

Items Damaged in Transit

If any items were damaged in transit, we ask that you report it to us within 7 working days (please note that this is 48 hours for our business customers). If the items are visibly damaged on receipt, it is best to sign the carrier's delivery note accordingly. Items should be returned in their original packaging complete with all accessories and documentation. Once received back into our warehouse, we will issue a replacement or full refund to you via your original payment method and reimburse your reasonable return carriage costs.

Items Faulty on Arrival

If your items are faulty on arrival, you have 28 calendar days in which to inform us of the fault (please note that for our business customers, this is 14 calendar days). Items should be returned complete with all accessories and documentation and, where possible, in their original packaging.

Once we have verified the fault, we will issue a replacement or full refund to you via your original payment method and reimburse your reasonable return carriage costs. We test returned items, and if a returned item is found not to be faulty by our technicians we will return the item to you, in this instance you will be liable for the return carriage.

Items Faulty in Warranty Period

If any of your purchases develop a fault, and it is more than 28 calendar days since receipt then, provided your item is within its warranty period, you are entitled to a warranty repair. In some cases, manufacturers provide a specialist full on-site service and/or telephone help facilities for your convenience which we recommend you use in order to correct the fault quickly. For business customers all warranty repairs after 28 days of receipt are referred directly to the manufacturer (unless otherwise stated).

Open-Box Items (Used)

Please note that our open-box (used) stock is sold with 90 calendar days warranty only, and therefore any claims under the warranty after 90 days of receipt will not be accepted.

If you change your mind

If you are purchasing goods for your personal use rather than for business purposes then your purchase is covered by the Distance Selling Regulations (DSR). These allow you to return goods if you have simply changed your mind about any item ordered. If this is the case and you wish to return goods then, in line with the DSR, you can do so provided you inform us of your decision within 7 days of receiving the goods. The item must not be used and must be 'as new' when returned to us. Once you have informed us that you wish to return goods under the DSR, you have 28 calendar days to do so, at your own expense. Once the item is received by CoreRFID, we will issue a full refund for the product to your original payment method. Please note this policy does not apply to business customers. Also, please note, goods made to your personal requirements or specifications (i.e. to your bespoke or specific sizes) are not covered by the DSR and in such cases we cannot offer a refund of any kind. Your statutory rights remain unaffected.

For our business customers, CoreRFID recommends that you carry out tests before you make a purchase, if you are not entirely sure of the outcome. Where goods are not suitable for the purpose for which they have been purchased we will, of course meet our obligations under the Sale of Goods Act. Although this does not cover goods purchased mistakenly with the wrong specification we will, where possible, help customers who experience problems as a result of this. However, any decision to exchange or accept returned goods in these circumstances is entirely at the discretion of CoreRFID.

RETURNS PROCEDURE

If You Need To Return An Item

You can request a return by telephoning +44 (0)845 071 0985, by email to orders@corerfid.com or by mail to Returned Goods Administration, CoreRFID Ltd, Dallam Court, Dallam Lane, Warrington, Cheshire, WA27LT.

Please ensure that you provide us with the details of your original order and the reason for requesting a return (see above):

- Damaged In Transit
- Faulty on Arrival
- Faulty Within Warranty
- Change of Mind

Returns Merchandise Authorisation

We will provide you with a Returns Merchandise Authorisation (RMA) number. Please do not return goods without quoting the RMA as this will delay the handling of your request.

In addition to this policy you should also refer to our general Terms and Conditions of Sale.

RETURNS FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What is the best way for me to return my items to you?

A: We always advise our customers to use some form of delivery that requires a signature on delivery. The majority of items are returned to us using Royal Mail Special or Recorded Delivery.

Q: I sent my item back to you but I didn't put the Returns number on the outside of the package as you requested, will this cause a problem processing my return?

A: If there is no Returns Merchandise Authorization number ("RMA") on the outside of the package then there is a good chance that this will lead to delays of up to 30 days in processing your return. To avoid this delay, we recommend that if you wish to return goods you first obtain a RMA number by contacting us by telephoning +44 (0)845 071 0985, by email to orders@corerfid.com or by mail to Returned goods Administration, CoreRFID Ltd, Dallam Court, Dallam Lane, Warrington, Cheshire, WA27LT.

Q: I have received an incorrect item, what should I do?

A: You should request an RMA by telephoning us, return the item to us using a traceable and insured delivery agent (e.g. Recorded Delivery or Special Delivery via Royal Mail), please enclose a proof of postage receipt and we will fully reimburse you for the cost of the returning the item(s) back to us on the understanding that the item(s) has been supplied incorrectly. Alternatively you can request that we collect the item from you using our courier, if we find the item(s) have been supplied correctly a charge may be incurred for the collection.