

R.M.A PROCEDURE

(Return material Authorization)

There are several cases under which you might want to return goods, bought from Westcongroup Belgium. The following reasons could occur:

- **DOA (Dead on arrival)**
- **Ordering mistake by Customer**
- **Ordering – Warehouse mistake by Westcongroup Belgium**
- **Broken down under warranty (No Service Contract from Vendor)**
- **Commercial R.M.A (Products returned later than 30 days delivery date)**

In all of the above cases Westcongroup Belgium will use the official R.M.A procedures which are explained below.

DOA (Dead on arrival) – Response time = 4 hours

When the customer receives a DOA, the DOA must be reported to Westcongroup Belgium **within 5 days after delivery date**. All these requests will first be reviewed by the R.M.A department. The DOA product must be returned **within 30 days after delivery date**. Westcongroup Belgium will arrange a pick-up of the DOA product and will send out a new replacement product **depending on stock status**.

Ordering mistake by customer – Response time = 48 hours

When the customer makes an ordering mistake, the mistake must be reported to Westcongroup Belgium **within 5 days after delivery date**. All these requests will first be reviewed by the R.M.A department. The wrongly ordered product(s) must be returned **within 30 days after delivery date**. After receiving an official R.M.A number from the Westcongroup R.M.A department, the customer needs to send the products back to Westcongroup returns department.

Depending on the instance, **restock fees up to 10% off List price** of the product could be applied with a **minimum of 50 Euro per returned product**.

Ordering & Warehouse mistake by Westcongroup Belgium - Response time = 4 hours

When the customer receives wrongly ordered products, the mistake must be reported to Westcongroup Belgium **within 5 days after delivery date**. All these requests will first be reviewed by the R.M.A department

The wrongly ordered product(s) must be returned **within 30 days after delivery date**. Westcongroup Belgium will arrange a pick-up of the product(s) and will send out a new replacement product **depending on stock status**.

Product(s) broken down under warranty (No Service Contract from Vendor) – Response time = 72 hours

When the customer wishes to return a broken product within the vendor warranty period, the customer needs to request an R.M.A number to the Westcongroup R.M.A department.

All these requests will first be reviewed by the R.M.A department. After receiving an official R.M.A number from the Westcongroup R.M.A department, the customer needs to send the broken product(s) back to Westcongroup Returns department.

When the broken products are received by the Returns department, Westcongroup will send out a new replacement product **depending on stock status** with a **minimum delivery delay of 10 working days**.

Commercial R.M.A (Products returned later than 30 days delivery date) – Response time= 72 hours

When the customer wishes to return a product **later than 30 days** of the initial ship date, the customer needs to request an R.M.A number to the Westcongroup R.M.A department.

All these requests will first be reviewed by the R.M.A department. After receiving an official R.M.A number from the Westcongroup R.M.A department, the customer needs to send the product(s) back to Westcongroup Returns department.

Depending on the instance, **restock fees up to 10% off List price** of the product could be applicable with a **minimum of 50 Euro per returned product**.

There are some steps which you have to keep in mind while sending back delivered goods **AFTER YOU HAVE RECEIVED AN OFFICIAL R.M.A. NUMBER**. Products which are sent back **without an R.M.A number will be refused**.

1. What to do when receiving deliveries from Westcongroup Belgium (WGEO)

CHECKLIST

We kindly advise you to CHECK **THE DELIVERY IMMEDIATELY** and:

- Check the delivery thoroughly and compare packing slip with the received goods.
- Check whether product codes and serial numbers are corresponding and quantities are correct.
- Check whether the entire delivery is in good condition.
- In case of Software products check if CD-package and or Pak-License (envelope) is included

When something is **missing or wrongly delivered** you need to **notify Westcongroup within 5 days after delivery**. If this has not been done and something appears **after this 5 day period**, we will need to **charge restock fees up to 10% of Product list price** with a **minimum of 50 Euro per returned product**.

2. What to do when you want to declare an R.M.A?

We kindly ask you to go to www.comstor.be and click on **Customer Service - New RMA Request** and follow the **R.M.A instructions**.

You will need to fill in all the requested details on-line.

The response time will depend on the type of R.M.A case.(Response times are mentioned above)

R.M.A – return instructions and policies

All R.M.A requests will be reviewed by the Westcongroup R.M.A department and when a returns request is accepted the customer will receive a R.M.A number. **All items and packaging must be complete and in good condition and no written notes on the packaging will be accepted.**

If goods **are returned incomplete or damaged** or **without R.M.A number** or with a **written note on the packaging**, these will be **refused and returned to the sender**.

Only goods authorized for return and in **good condition** will be accepted.

Westcongroup claims **restock fees up to 10% off product List price** with a **minimum of 50 Euro per returned product** if the above terms & conditions are not respected.

After having received the R.M.A number, goods should be returned **within 5 working days** to the following address:

**WGEO WAREHOUSE
Returns Dept.
2 Corinium Centre
Love Lane
GL7 1YT Cirencester
UK(GB)**

All R.MA.'s needs to be sent back **without configurations, extra modules, extra software versions or extra memory parts**. The replacement product will also be sent out in **the standard vendor configuration**. Westcongroup can't be held responsible for loss or damage of extra modules and memory parts which were not in the original request.

Freight charges for returning the goods will be for the customer who sends back the R.M.A goods.
Freight charges for the replacement products will be taken by Westcongroup.

Credit will only be issued when the goods are received into our warehouse in good condition, according to the terms and conditions:

This means with R.M.A number and according to what has been agreed in the R.M.A request.

In the mean time, every customer receives an invoice for the replacement product and this for the original value the product was sold at.

If you have any additional questions please feel free to contact our R.M.A department via e-mail to rma@comstor.be