



# returns & warranty policy

If your product does not meet the RGL Electronics high standard of materials or workmanship, then a repair or replacement may be available. Please review the information below to see if you qualify for a product return and then submit a completed RMA Form. **Do not return or ship any products without first getting approval and confirmation from RGL.**

## 1. Warranty Information

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

- Power Supplies – 36months (from date of despatch)
- All other products – 24months (from date of dispatch)

The limited warranty covers the failure of equipment due to design / manufacturing faults. It does not cover any defect arising from mishandling, incorrect installation or any improper use of the product. Any damage, modifying of cables or opening of sealed units will invalidate any warranty.

During the Warranty Period, RGL Electronics Ltd will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

## 2. Returned Goods Procedure

1. **You must contact our office to receive a RMA Reference number and Returns Form, prior to sending back any faulty goods.**
2. **Please note that goods received without this may be rejected until such time that the correct paperwork is received.**
3. **RMA numbers are also required for any unwanted goods, to provide traceability through the process.**
4. **All returns must have the completed Returns Request form enclosed with the goods - please do not write on the packaging of the product as this may incur a handling charge.**

### Damaged/Faulty/Incorrect items

1. Please check your goods thoroughly and advise us of any missing, incorrect, damaged or faulty goods within 7 calendar days. You can contact us on 01902 656667 or info@rgl.co
2. **You must contact us to obtain an RMA reference prior to sending back any faulty goods.**
3. We recommend goods are returned via recorded delivery/courier or similar and proof of posting is obtained as goods remain the responsibility of the customer until we have signed and confirmed receipt.
4. The customer is required to return the product at their own risk and suitably packaged. The product must be returned in its entirety.
5. RGL is under no liability in respect of any defect arising from failure to install the product in accordance with the instructions provided with the product, fair wear and tear, wilful damage, negligence, abnormal working conditions, or alterations or repair of the product without the seller's approval.
6. Following an inspection of goods by either ourselves or the manufacturer (dependent on product/fault) we will notify you of the result and endeavour to process the agreed refund if applicable within 14 days of receiving goods.
7. Should you require an advanced replacement before returning the faulty items then this will be chargeable and the charge refunded once the fault with the item you are returning has

been confirmed, should the item not be faulty then no refund will be issued and the original will be returned to you.

8. Repair charges will be incurred for any goods returned outside the manufacturers warranty period, goods damaged through misuse or goods returned as faulty for which no fault is found.

#### Unwanted goods

1. If for any reason, you no longer require your goods, you may return them to us within 30 days of purchase. Goods may be subject to a discretionary restocking charge or refused. No returns will be accepted after 90 days.
2. If your items are in any way damaged, you must contact our sales team prior to returning them to obtain an RMA Reference.
3. Goods must be in their original packaging, unused and in a re-saleable condition, if not, we reserve the right to deduct an appropriate amount to cover any damage to packaging or goods.
4. We recommend goods are returned via recorded delivery/courier or similar and proof of posting is obtained as goods remain the responsibility of the customer until we have signed and confirmed receipt in good condition.
5. Goods returned for credit will only be accepted at our discretion if they are in their original boxes, complete with instructions etc., undamaged and considered resalable.
6. Under no circumstances, will items older than 90 days, be accepted as returns for credit. A minimum handling charge for all goods returned for credit at our discretion.

#### Special orders

We are unable to accept the return of any non-standard, non-stocked, bespoke item that has been supplied correctly in accordance with the buyer's instruction.

### **3. Returning the goods/ product**

After obtaining an RMA number and completion of the returns form, it is the customers responsibility to get the product(s) and form returned to:

Returns Department  
RGL Electronics Ltd  
Pelham Works  
Pelham Street  
Wolverhampton  
WV3 0BJ

Please email any returns correspondence or requests to: [info@rgl.co](mailto:info@rgl.co)

All items being returned must be packaged carefully to avoid any damage during transit and include all original accessories. If possible, please use the original product packaging. Any items received that have been damaged in transit or in an unsatisfactory condition will void the warranty. RGL Electronics will not be liable for any loss or damage incurred during transit.

All goods returned must be accompanied by the returns form and a valid RMA number. The returns form must be securely fixed to the top of the box that the items are being returned in. Any goods supplied without a returns form attached will not be processed.

Please note that not adhering with any of the above could result in handling charges.

#### **4. Processing the returned item**

1. The RMA number does not guarantee that you will receive warranty repair, replacement, or that credit will be approved.
2. After a faulty product has been tested, RGL Electronics reserve the right to repair or replace with the same (or a product with equivalent specifications) or issue a full/part value credit note.
3. If the product is outside of the warranty period or is returned damaged, then a repair or replacement can be arranged for an agreed cost to the customer.
4. If the product is returned in an unsatisfactory condition, it may be subject to a handling charge of 20% and/or be deemed to invalidate the terms of the warranty.
5. Any item returned as faulty and found to have no defect will be subject to an inspection and handling charge of not less than £35, and potentially higher dependent on the product/manufacturer.

#### **5. Advance replacements**

An advanced replacement can be requested, where we will invoice you for the replacement item(s) and if the returned item(s) are found to be faulty, then we will issue you with a credit note. If the goods are tested and found to be non-defective then they will be returned to you and will be subject to the handling charge mentioned above.

#### **6. Chargeable Repairs**

Any items which are out of manufactures warranty or were not originally purchased from RGL Electronics will be subject to carriage and handling charges. If we send an item back to get a quote for repair and the customer deems the repair costs to be greater than the value of the product, the customer will still be charged carriage and handling charges. If you would like a rough estimate before sending a chargeable repair, please ask our Tech Support team when you request the RMA number. Where an item is sent back for a chargeable repair, RGL Electronics will require a purchase order number at point of return to cover any costs