

RETURNS PROCEDURE

RETURNS POLICY

- Always speak with the Technical Department before returning products as faulty.
- A 1 year RTB warranty applies to all products except where otherwise indicated.
- We are unable to offer any advanced replacements.
- A 28 day repair and return on all products should normally be given.
- Authorisation Numbers can only be assigned by CMS Engineers on the basis of a fully completed Returns Request Form.
- Authorisation Numbers are valid for 1 month only. A new number must be requested after this period.
- Only those goods showing a CMS Authorisation Number clearly marked on the outer packaging will be accepted.
- Goods returned incomplete or damaged will be refused.
- Once goods are received you will receive a Returns Acknowledgement. Please quote this number in all correspondence relating to the repair.
- A charge of £65 + VAT will be applied for any product returned where no fault is detected.
- We can only repair / replace items sold by Cambridge Microprocessor Systems Limited.
- All items should be returned via the supply chain. We can not accept returns from third parties.

HOW TO RETURN YOUR PRODUCT

- Contact the Customer Service Department on +44 (0) 1371 875641. Please have your fax number or email address ready.
- A Returns Request form will be sent to you on the same day. Please complete the form in full and send it back to the Customer Service Department on fax number +44 (0) 1371 876077 or email address support@cms.uk.com.
- An Authorisation Number will be sent to you on receipt of your completed form.
- Clearly mark the goods with the Authorisation Number and despatch to CMS Customer Service Department.
- Damaged goods due to poor packaging and goods returned without Authorisation Numbers will not be accepted.
- Your goods will be repaired or replaced depending on the economic cost of the repair.
- Where repairs are chargeable a quotation will be sent to you. An order to cover the cost of the repairs must be received before the repairs are completed.
- Goods should be returned within the specified time period depending on the availability of spares.

HELP US TO HELP YOU

Please supply the correct information

Invoice Number, Serial Number and Dates

Please supply a detailed fault description

Know your Authorisation Number

Know your Returns Acknowledgement Number

Cambridge Microprocessor Systems Ltd
Unit 17 - 18, Zone 'D'
Chelmsford Road Industrial Estate
Great Dunmow
CM6 1XG

Telephone +44 (0) 1371 875641

Fax +44 (0) 1371 876077

Email support@cms.uk.com

RETURNS REQUEST FORM

Please complete all sections of the form. Incomplete requests will result in a delay with issuing authorisation for your returns.

Company Name

Invoice or Guarantee
Certificate Number (Please
state which)

Product Type or Number

Serial Number

To which fax or email
address should the Return
Authorisation be sent

In the event of a query,
please give the name and
telephone number of the
person we should contact

Fault Description. Please
give as much detail as
possible. Continue on a
separate sheet if necessary

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Authorisation

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