

We have total confidence in the products that we supply but from time to time we understand there will be an occasion when you need to return stock to us. If this does happen please be aware of the information below and inform us accordingly:

Returns Procedure

Where there is a manufacturers warranty set out in the product documentation then the warranty will remain with the manufacturer and therefore the purchaser will deal directly with the manufacturer or one of their authorised service centres. LA Micro Group (UK) Ltd accepts no responsibility for any losses incurred when dealing with the manufacturer in accordance with their warranty terms.

Should the product carry a return to base warranty then the product may be returned back to LA Micro Group (UK) Ltd in accordance with our RMA Procedures set out here:

1. After receiving the products from us, please take care not to damage the packaging when opening/removing goods for inspection. Returned goods should be accompanied by all of their original packaging etc. Failure to do so will void the returns procedure.

Please keep the package and enclosed documents properly. It is because they are all necessary if you return defective product(s) in the future.

2. Complete the RMA form on our website <http://lamicro.1minus1.net/rma> requesting a Returns Authorisation and provide us with a good description of the reason for the return.

3. Await our Returns Department to approve the RMA and then please ship it back to us. Do not return any item to us unless we have advised you to do so by email.

4. Repack the original package with everything received, including a copy of the RMA email we send you. Any items found missing original components may incur a refusal of repair, exchange or refund from us.

5. Please write the RMA number clearly on the outside of package and send it back to us. We will not be responsible for any of the consequence's caused if customers do not mark the RMA as requested. Please note that you are responsible for the loss of shipment. You can insure the package to reduce the potential loss that you may suffer.

DO NOT SEND BY NORMAL ROYAL MAIL

6. We will promptly deal with the return and inform you of the progress by email

7. All products must be returned to LA Micro within 14 days of RMA authorisation.

Cancellation of Order

1. If you have purchased as a Private consumer, under the United Kingdom's Distance Selling Regulations, you have the right to cancel the contract for the purchase of any of these items within a period of 7 working days, beginning with the day after the day on which the item is delivered. This applies to all of our products.

2. Cancellation must be informed to us in writing by letter, fax or email. We will not accept cancellation by telephone.

3. Under the Distance Selling Regulations consumers are under a statutory duty throughout the period of cancellation to retain possession of the goods and take reasonable care of them. Please do not open the box for you wish to cancel the order after it has left our warehouse otherwise a 20% re stocking fee may be incurred. Returned goods should be accompanied by all of the original paperwork. Failure to do so will void the cancellation procedure.

4. Items such as Servers and Workstations can be returned for a refund under the Distance Selling Regulations providing that pre-installed software has not been registered etc as to do so would exceed what a consumer would be able to do in a shop.

5. Please see above for the returns procedure. All products must be returned to LA Micro within 14 days of RMA authorisation.

Item Shortages / Damaged Items

1. In the unlikely event that we have short shipped any item or the goods have arrived damaged. Customers must inform to us in writing by letter, fax or email. We will not accept notice of Item Shortages / Damaged Goods by telephone. If the items are damaged on receipt and this damage is visible you should always sign for the delivery as 'damaged?' on the couriers delivery document. Once we have received back the damaged goods into our warehouse, we will issue a replacement if available or a like for like alternative will be offered.

Any notifications must be reported within 7 days of the delivery. Any notifications after this period will NOT be entertained.

Items Dead on Arrival / Faulty.

In the unlikely event that the item arrives Dead on Arrival or faulty. Customers must inform to us by completing the RMA form on our website <http://lamicro.1minus1.net/rma>. We will not accept notice of Dead on Arrival or faulty by telephone. Please see the returns procedure above. Once we receive the faulty item back, tested and confirmed the fault we'll issue a replacement if available or a like for like alternative will be offered.

We test all 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. All products must be returned to LA Micro within 14 days of RMA authorisation.

Items Faulty in Warranty Period

If any of your purchases develop a fault, and it's more than 30 days since receipt, providing that the item is within the warranty period you are entitled to a warranty repair. In most 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. LA Micro Group (UK) Ltd accepts no responsibility for any losses incurred when dealing with the manufacturer in accordance with their warranty terms. If the item is covered under a return to base LA Micro Group (UK) Ltd warranty. Please see above for the returns procedure. All products must be returned to LA Micro within 14 days of RMA authorisation.

We reserve the right to charge a restocking fee for the following reasons:

1. Customer ordered incorrect product.
2. Customer order cancelled / Does not want product.
3. Product no longer in original sale condition (i.e. Retail box is now

opened)

4. Returned without prior authorisation from LA Micro Group (UK) Ltd.

RESTOCKING CHARGES : Minimum charge of £10 or 20% of original sale value, whichever is greatest.

General RMA Returns Conditions

1. All products must be returned to LA Micro within 14 days of the RMA authorisation.

2. LA Micro Group (UK) Ltd will arrange collection and handle transit charges ONLY for faulty or mis-shipped goods.

3. The customer will arrange collection and delivery for all goods which have been ordered in error or cancelled.

4. If the goods are not returned within 14 days. Then the full invoice value will be charged from the credit card details provided on the RMA form unless previously agreed by the returns manager.

5. All goods returned will be tested. If they are found not to be faulty then shipping charges will be charged to the credit card details provided on the RMA form.

6. Likewise any goods returned which are returned as good working order and are found to be faulty upon return, full value will be charged to the credit card details provided on the RMA form.

We pride ourselves on unbeatable customer service. If you have any problems or queries please call us directly on 01753 625111 or sales@lamicro.co.uk