



Domo Tactical Communications

Repair RMA Return Form

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RMA Request Form



Domo Tactical Communications
(DTC) Ltd trading as DTC

Fusion 2
1100 Parkway
Solent Business Park
Whiteley
Hampshire
PO15 7AB
T: +44 (0)1489 566 750
F: +44 (0)1489 880 538

CUSTOMER NAME

RETURN ADDRESS

CONTACT NAME

PHONE NUMBER

EMAIL

CONTACT NAME

CUSTOMER REF.

CONTACT NUMBER

ESP/SLA/EXTENDED
WARRANTYCONTACTNO.

Do you require the latest software to be installed on the unit (if possible)?

EXPIRY DATE

Please be aware that there might be compatibility issues with other units & you may want to discuss this with your account manager.

SALES ORDER NUMBER

PURCHASE ORDER NUMBER

DTC PART NUMBER CUSTOMER PART NUMBER SERIAL NUMBER REASON FOR RETURN

DTC PART NUMBER	CUSTOMER PART NUMBER	SERIAL NUMBER	REASON FOR RETURN

Upon completion of this form please forward it to solent.customerhub@domotactical.com and an RMA number and return shipping instructions will be sent to you.

Please note an evaluation fee of GBP £300.00 (ex VAT) plus Shipping, will be charged for each item returned and the RMA number must be referenced on all packaging and documentation. The evaluation charge will be waived in the event that the Product is found to be covered by a valid warranty.

Any items returned without an RMA number clearly noted on them will not be accepted and will be quarantined.

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TERMS & CONDITIONS OF RETURN

1. In these terms 'DTC' means Domo Tactical Communications (DTC) Ltd trading as DTC, 'Customer' means the company identified in the 'Customer Name' field at the top of this RMA Request Form and 'Product' means any item listed in the table above.
2. Where the warranty agreed in the original purchase contract for the Product(s) applies:
 - i. When a fault is found the Product(s) shall be repaired or replaced in accordance with the applicable warranty terms.
 - ii. In the event of no fault being found during the evaluation, the Product(s) will be returned to the customer and the evaluation fee and shipping costs will be payable by the Customer upon presentation of an invoice from DTC.
3. All Products returned to DTC with a valid RMA reference number (the 'Repair Order') will be inspected and tested upon arrival.
4. For any returned Products which are not covered by a valid warranty, then:
 - i. If during the initial test and inspection the fault is discovered and requires a minor repair which in our opinion can be carried out during inspection and within the £300.00 Repair Order fee, the repair will be carried out and Product returned at no further cost. The evaluation fee will then become due and will be invoiced by DTC.
 - ii. In the event of no fault being found during the evaluation the Product will be returned at no further cost. The evaluation fee will then become due and will be invoiced by DTC.
 - iii. For Product(s) which are found to require more than minor repair, DTC will provide a quotation for repair to the Customer within 10 days of receipt of the Product(s). The quotation will include the cost of repair and any reasonable costs of transportation and/or safe disposal. The Customer will then have 14 days from the date of the quotation to provide DTC with either:
 1. a Purchase Order covering the full quoted repair costs and fees; or
 2. instructions to scrap or return the Products unrepaired.
 - iv. The warranty period for any Products repaired by DTC will be ninety (90) days from the date of dispatch of the repaired Product to the Customer.
5. In the event of 4. iii (2) occurring, the evaluation fee and any disposal or shipping costs will immediately become due and will be invoiced to the Customer by DTC.
6. In the event that, in the opinion of DTC, the Product(s) are beyond economic repair, DTC will provide a quotation for disposal or return to the Customer. The Customer will then have 14 days from the date of the quotation to provide DTC with instructions to scrap or return the Products unrepaired.
7. In the event that no response from the Customer is received within 14 days of the date of quotation, for disposal or repair under item 6 above, DTC shall be entitled to dispose of the Product(s) and charge the full cost of disposal and the evaluation fee and any shipping costs to the Customer.
8. For all Product(s) being returned to DTC from outside of the European Union (EU), the Customer is responsible for the use of an appropriate temporary export procedure when exporting the Products to DTC and for the subsequent re-import of the Product(s). DTC will not be liable for any taxes, duties or other customs charges which become due upon re-importation or otherwise.
9. By submitting this RMA Request Form and returning Products to DTC you agree that these Terms and Conditions of Return and Domo Tactical Communications (DTC) Limited Standard Terms & Conditions of Sale apply (E&OE).

Available at: www.domotactical.com/terms/

Domo Tactical Communications (DTC) Ltd trading as DTC, Fusion 2, 1100 Parkway, WHITELEY, Hampshire, PO15 7AB, UK. +44 (0) 1489 566750
www.domotactical.com

Registered office Fusion 2, 1100 Parkway, Whiteley, Hampshire, PO15 7AB. Registered in England and Wales, company number 1456922.