

Request for Return

Please take note of the following details relating to RMA returns for Faulty and Non-Faulty Goods.

Non-Faulty Returns

Goods which can be classified as Non-Faulty must be returned in pristine, unused & unopened condition including the supplied mains cables or PSU's, accessories, manuals or guides. Failure to do so will result in your credit for the unit being reduced.

Goods classifications are as follows:

- Ordered in Error.
- Duplicate Order.
- Not as Expected – Please state reason.
- Invoiced in Error.
- Not Fit for Purpose – Please state reason.
- Evaluation Kit Return.

Faulty Returns

Goods classified as Faulty Returns will need to have a detailed fault description together with any further details on what has been done to attempt recovery of the unit. The unit must include the supplied mains cables or PSU's, accessories, manuals or guides. Failure to do so will result in your credit for the unit being reduced. Faulty units can be classified as:

- Faulty – with detailed description.
- Missing Part – with details as to what part is missing.
- Damaged in Transit – Evidence of damage will need to be assessed.
- Manufacturer Recall – Only if we have requested this classification.

No fault found

Where the manufacturer or MS (Distribution) UK Ltd has examined or tested the unit and it is declared that there was no fault (as per your fault description), we will notify you by email. The following charges will be applied:

- A test fee of £10 + VAT.
- Carriage cost of returning the item to you.

By submitting the returns request form, you agree that:

- The unit(s) can be classified as a Non-Faulty or Faulty Goods.
- You have also made attempts to resolve the issue.
- If a unit is deemed to be not faulty or is rectified when we test the unit you agree to the charge for testing the unit and the return carriage.

Carriage retail customers

We will arrange for the goods to be collected by our courier, one attempt will be made to collect your return by our nominated courier on the agreed date between 8am and 6pm.

In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

Credit for carriage trade customers

As per our terms and conditions trade customers are to return authorised goods at their own expense.

How to return an authorised product

If your request for a return is successful you will be issued with a returns authorisation code (RETA-XXXX) by email.

Please ensure that the item is packed securely in an outer carton with the returns reference clearly marked on the outside.