

# RMA Terms and Conditions

## A. GENERAL CONDITIONS FOR RETURNS

- All RMA requests or delivery discrepancies must be logged through the online returns tool located at <http://uk-new.ingrammicro.com>
- RMA & Query IT help guides can be located at <https://uk-new.ingrammicro.com/cep/app/cms/en-gb/general/Help>
- Product can only be returned once Customer Services has issued a valid RMA number.
- An RMA number is valid for 5 days after its issue by Customer Service; consequently, the products must be returned to Ingram Micro within that period of time.
- Only product purchased at Ingram Micro can be returned. Verification may be made via invoice number and date and in some cases on the serial number detailed on the invoice.

## B. REASONS FOR RETURNS

### 1. DOA (dead on arrival)

- The DOA conditions for any product reflect those of the manufacturer.
- Ingram Micro does not offer any warranty other than that granted by the manufacturer to Ingram Micro. Consequently, the warranty conditions provided by Ingram Micro will be an exact copy of the manufacturers. You can consult them at:

<https://uk.ingrammicro.eu/content-items/xframes/dashboard/warranties>

### 2. Warranty Products

- In some cases, the manufacturer's warranty conditions specify a third-party address to which DOA items must be returned. In these cases, Ingram Micro will not accept receipt of returned goods for defective products.
- Ingram Micro does not offer any warranty other than that granted by the manufacturer to Ingram Micro. Consequently, the warranty conditions provided by Ingram Micro will be an exact copy of the manufacturers. You can consult them at:

<https://uk.ingrammicro.eu/content-items/xframes/dashboard/warranties>

### 3. Repair

- Ingram Micro do not offer repair services however, some manufacturers products will be handled by Ingram Micro on your behalf. You can refer to the Warranty Matrix for first point of contact - either direct with manufacturer or Ingram Micro.

<https://uk.ingrammicro.eu/content-items/xframes/dashboard/warranties>

### 4. Stock Balance and Customer Error returns:

- Ingram Micro reserves the right to issue an RMA number at our discretion for the return of product in cases where the customer has mis-ordered.
- A re-stocking fee may be applied to Customer Error returns.
- Credit will be issued at current price of the product or price paid, whichever is lower.

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- Credit value is determined at the time the product is received into Ingram Micro's warehouse and not upon issue of RMA.
- Stock Balance and Customer Error returns must be Mint, Current, Unopened and in a Resaleable condition and returned via customers own carriers.
- Ingram Micro reserves the right to refuse credit if product is not in a satisfactory condition.
- Under no circumstances will Ingram Micro accept returns of product that was specifically ordered for a customer – for example configurations or other items that have been quoted on the basis that they are non-returnable.

## 5. Delivery Discrepancies

- All delivery discrepancies MUST be reported to Customer Services via the on-line return's portal within 5 working days.
- For Lost Shipment/Damaged in transit claims, the carrier POD must be endorsed with any discrepancy, POD will be checked by the Customer Service team in order to validate your claim. Please note, Company stamp/signed unchecked is not a valid endorsement and will not be accepted by the carrier.
- Failed or Refused deliveries returned to Ingram Micro without a valid RMA may incur as failure to deliver fee of £25.00.

## C. RETURNING GOODS

### 1. Returns guidelines

**When returning the product please note the following guidelines:**

- The product must be adequately packed, and the RMA number clearly displayed without marking the original packaging.
- Parcels returned without quoting a valid RMA number may result in your return being sent back to you or a delay in your credit being issued.
- The product is in its original packaging complete, without any printed tape or any writing on the box.
- The product is returned within 5 working days of issue of RMA
- Ingram Micro reserves the right to refuse credit if product is not in a satisfactory condition.
- If you require Ingram Micro to collect this RMA then please complete the online collection form <https://uk.ingrammicro.eu/imonline/site/rma-collection>
- For Channel Island or Eire collections, please continue to follow the above instructions. A Customer Support Advisor will contact you to confirm collection details.

### 2. Returns address

RMA's are accepted between 7:00am-12:30pm Monday – Friday.

All returns should be addressed to: **Ingram Micro Returns Dept. Bay 13, Parklands, DIRFT East, Crick, NN6 7EX**

**Customer Service:**

- Email: [customer.services@ingrammicro.co.uk](mailto:customer.services@ingrammicro.co.uk)
- Phone: 01908 807940
- Opening hours 9:00am-5:30pm Monday – Friday