

Comtronics Ltd Returns Policy

Please do not return any goods to Comtronics Ltd without an RMA number as they may be refused. To obtain an RMA form and number please email returns@comtronics.co.uk and this will be provided within 48 hours.

Items damaged in transit

If any items are damaged in transit, we ask you to report it to us within 48 hours. If the items are visibly damaged on receipt, then this should be noted whilst signing for the goods with the carrier or by refusing to accept the delivery. Items should be returned in their original packaging complete with all accessories and documentation.

Once a return number has been issued and the goods received back into our warehouse, we'll issue a replacement or full credit note.

Items faulty on arrival

If your items are faulty on arrival (DOA), you have 30 calendar days in which to inform us of the fault. Email returns@comtronics.co.uk to obtain an RMA form and number and return the goods to the following address;

Unit 25, Sir Frank Whittle Business Centre, Great Central Way, Rugby, Warwickshire, CV21 3XH.

A replacement will be sent out or in the case we no longer have the item in stock we will issue a credit note for the purchase value of the item(s).

Items faulty in warranty period

If any of your purchases develop a fault and provided it is in the warranty period, then please email returns@comtronics.co.uk to obtain an RMA form and number and return the goods to the following address;

Unit 25, Sir Frank Whittle Business Centre, Great Central Way, Rugby, Warwickshire, CV21 3XH.

The serial number(s) will be verified that the purchase originated from Comtronics Ltd and the goods will be tested within 7 calendar days from receipt. Items will be refused if they have been physically damaged, this includes where an item has been written on or had labels stuck on it.

Replacements will be sent out once verification and testing is complete. If we currently have no stock of the item(s) you will be offered an alternative part code or a credit note at current market value of the item(s).

Incorrect goods received

Contact your Account Manager by email or telephone and we will arrange collection of the goods and send you the correct goods.

Important points to note

- Goods should not be sent back without a returns number.
- Items MUST be returned in suitable packing.
 - Hard drives – Padded box / bubble wrapped individually.
 - Memory – Blister pack / Anti-static bag / Tray.
 - CPU – Blister pack / Original retail box / Tray.
- No writing or stickers on the physical item(s).
- RMA number generated within 48 hours.
- Items replaced or credited within 7 calendar days.
- Returns address: Unit 25, Sir Frank Whittle Business Centre, Great Central Way, Rugby, Warwickshire, CV21 3XH.