

## **RETURNS GUIDELINES**

To be eligible for refund, all product returns must meet the DGtal-Mind return policy before an RMA is issued. DGtal-Mind can only accept the return of products that fall within one of these categories within THIRTY (30) DAYS from the date of DGtal-Minds invoice:

- Factory sealed (in fully resalable condition - i.e. no stickers, markings, etc.)
- Defective or Dead on Arrival (DOA)
- Open - Non-Defective

Products returned for any reason other than Defective or Dead on Arrival (DOA), or Open – Non-Defective, must be in resalable condition (no stickers, etc.), complete and unused, and the outer seal must not have been opened or re-taped. Product boxes that do not meet these conditions are often not eligible for return and will be sent back to the customer.

All eligible returns will receive a Credit that will be issued at original purchase price.

All items returned under an authorised RMA will be subjected to a minimum 25% re-stocking fee. For your RMA to be issued and honoured, your Account with DGtal-Mind must be current.

Custom Orders/Products Returns Not Allowed: All orders that require configuration or assembly of product to meet customer specifications are non-cancellable and may not be returned to DGtal-Mind. These orders are custom built to meet a specific customer's need and may not be cancelled. The customer is responsible for the full payment of the order once a purchase order has been sent to DGtal-Mind.

## **SHIPPING GUIDELINE**

For DGtal-Mind to process your return in a timely manner, please review the information and follow the procedures outlined below:

- Use the original Suppliers' boxes and packaging.
- Package all returns to prevent damage in transit.
- Do not write addresses or return order numbers on the outside of the Suppliers' boxes. Products must be in resalable condition to receive credit.
- All returns must be unused and include all components, accessories, cables, software and manuals in the original shipment.
- DGtal-Mind will arrange for collection of all return items.

## **DEAD ON ARRIVAL (DOA) / DEFECTIVE RETURNS**

Provided DGtal-Mind has return rights with its Suppliers, DGtal-Mind will accept the return of products. Products that are inoperable at first use are eligible for a DOA return depending upon the Supplier's returns policy. Certain Suppliers may require that all DOA and defective products be returned directly to them, or they may limit the return time frame after purchase.

In accordance with Supplier policies. All original packaging, components, accessories, software and manuals must be included with returned DOA and defective products. DOA and defective products returned incomplete will be returned to you at your expense.

## **SEALED PRODUCT RETURNS**

Provided DGtal-Mind has return rights with its supplier, DGtal-Mind will accept the return of Sealed Product as long as they are returned within THIRTY (30) DAYS from the date of DGtal-Minds invoice.

All products must have been purchased from DGtal-Mind and your account with DGtal-Mind must be current.

To qualify for sealed product returns, products must be in resalable condition in new, clean (without stickers, markings or other attachments), unopened, undamaged, original Supplier packaging. All products must be returned with all original components, accessories, software, manuals and registration cards.

Discontinued/Obsolete Products: Suppliers reserve the right to limit factory sealed returns of discontinued items.

## **FREIGHT DAMAGE GUIDELINES**

In order for DGtal-Mind to process your Freight Damage claims quickly and efficiently:

- Contact DGtal-Mind Customer Service at +44-208-637-3121 within 48 hours of the time of delivery to report the claim. Nightline shipments received short or damaged must be noted on the POD at time of signing.
- Provide DGtal-Mind Customer Service with condition of the product, tracking number, contact name and phone number where package is located. (Address must be the same as the address where the product was delivered, or the claim is no longer valid and will be denied.)
- The carrier should inspect and/or pick up the damaged package, leave a call tag, pick up receipt and return the product back to DGtal-Mind within 5 days. DGtal-Mind will arrange this collection.
- In the event that the inspection does not take place, or your product is not picked up within 5 business days of your initial call, please contact DGtal-Mind Customer Service at +44-208-637-3121.