

DIVERSE ELECTRONICS RETURNS POLICY

- 1) If a Customer wishes to return goods, the Customer must submit an RMA (Return Material Authorisation) application via Diverse Electronics. Requests made in any other way, either verbally or in writing, will not be considered. If any of the requested information is not provided, the request will be referred to the Customer's Account Manager. The resulting delay may affect the eligibility of the request.
- 2) Returns Material Authorisation ("RMA") will be granted and an RMA number issued subject to 5) below when:
 - a) There is no overdue balance on the customers account
 - b) A correctly completed web application is made within 30 days of receipt of goods
 - c) The serial numbers submitted match those on Diverse Electronics shipment log
- 3) RMA numbers are valid for 10 days from the date of issue. The RMA will be cancelled if the goods are not returned within 10 days.
- 4) Returned goods manufacturers packaging must be protected by an outer cover. The Customer should not write on, or attach labels to the manufacturers packaging.
 - a) The RMA number must be clearly visible.
 - b) Goods returned without a valid, visible RMA number, or where the packaging and/or contents are not in their original condition could be rejected. Should Diverse Electronics subsequently agree to accept such goods (in its absolute discretion) Diverse Electronics reserve the right to impose a re-stocking fee of at least 20% of their original sale value.
 - c) The customer bears responsibility for insuring returned goods.
- 5) **Exceptions/Conditions.**
 - a) Incorrectly ordered goods are the customer's responsibility. Diverse Electronics is under no obligation to accept returns for this reason.
 - b) Returns due to late delivery must be requested by e-mail within 24 hours of the due delivery date. The original purchase order must contain details of any cut-off delivery date and Diverse Electronics must have confirmed acceptance of the deadline in writing. If Diverse Electronics has accepted such deadline Diverse Electronics will collect the goods at its own cost.
 - c) Defective On Arrival ("DOA") goods are those found to have a fault on delivery. Customer must provide as much specific technical detail as is reasonably possible. DOA goods must be notified within 7 days of their delivery in order to qualify for credit or replacement (at Diverse Electronics option and in Diverse Electronics absolute discretion). Diverse Electronics will meet the freight costs of returning and replacing goods.
 - d) No Fault Found ("NFF"). If goods are returned and are found to be of NFF status a restocking fee of at least 20% will be invoiced. Diverse Electronics reserves the right to insist on a purchase order covering the original sales amount and the return freight cost before returning the goods.