

OUR RETURNS POLICY

DOA/FAULTY GOODS

- Dead on Arrival products must be returned within 14 days of purchase.
- Faulty hardware that falls outside this time must be repaired under the manufacturer warranty.
- Faulty consumables will only be accepted within 30 days of delivery.
- Any products outside this time scale will not be accepted.

Our Returns Department must rapidly be contacted with the relevant information so a return authorisation can be issued.

Customers who purchase a machine with on-site warranty must first contact the relevant engineer so that the machine may be authorised as Dead on Arrival.

GOODS DAMAGED ON DELIVERY

Any product received "damaged" must be reported to the Returns Department at Beta by facsimile on **0207 531 2835** or e-mail to returns@betadistribution.com **WITHIN 24 HOURS OF DELIVERY**. Please note: these goods must also be signed for as "damaged" by the carrier.

SHORTAGES

Shortages must also be reported within **24 HOURS** of delivery via fax **0207 531 2835** or e-mail returns@betadistribution.com in order for an investigation to be carried out.

ALL OTHER RETURNS

All other returns will be at the discretion of the Returns Department and will be subject to a £25 or 15% handling charge (whichever is greater).

Authorisation must be obtained from our Returns Department who will upon return of the goods carry out an inspection. If the goods are not returned in the condition in which they were sold these goods will not be accepted and subsequently returned to you.

The customer will be responsible for the carriage charges in the above circumstances.

An authorised returns note must be affixed outside the parcels returned to Beta Distribution Plc. This returns note will remain valid for 14 days from issue.

We would like to take this opportunity to thank you for your continued business and support.