

Square 1 Products RMA Terms & Conditions

In all cases please complete our returns process using this online facility, this will enable you to indicate which items you are returning to us, for what reason and if you would like a refund, exchange or repair.

Square 1 Products will use our best endeavours to process all returns as quickly as possible.

All products supplied in damaged boxes/packaging, must be reported to Square 1 Products in writing, fax or e-mail with 24 hours of delivery. Square 1 Products will not accept returns of this nature outside of this designated period.

Return Authorizations requested by the customer on the grounds that the products are DOA must be accompanied by a full explanation of DOA symptoms. The DOA period for products will be guided by the manufacturer.

Equipment returned on grounds that they are DOA or faulty will be tested. If found to be in working order the products will be returned to you and no replacement or credit note issued. The original invoice for the products shall be paid to terms, Square 1 Products will charge and you shall accept all costs for associated transport and engineering time.

Return of equipment for the purpose of a credit note, if accepted will be subject to a restocking fee, you will be notified of this at the time of request. This equipment must also be returned to Square 1 Products at your expense, as shipping charges will not be accepted by Square 1 Products, unless a prior agreement has been made. Unless otherwise agreed in writing by the company, products returned for credit must be returned in the original, manufacturer sealed, undamaged, packaging. The company reserves the right to charge a stocking fee at its discretion in regard to all products returned for credit.

In the event that an advanced replacement is requested, shipped and invoiced, then upon return of the said faulty equipment, it will be tested and if found faulty a credit note will be issued, if the equipment is not found to be faulty, then it will be returned to you and the invoice will become payable.

All items returned must be sent back in all original packaging, with all cables, manuals and accessories.

All boxes/packaging must be returned unmarked and in original condition.

Failure to meet these requirements may result in the failure of your return or a re-stocking fee.

All products authorised for return to Square 1 must be received back to the correct returns address within 7 days of the date that the RMA number was issued. If the goods are not returned within 7 days, the RMA number will expire and become invalid.

Return Address

Square 1 Products Ltd
c/o Cardinal Maritime Ltd
Leestone Road
Sharston Industrial Estate
Sharston
Manchester
M22 4RB