

# Warranty & Return Goods Procedure

---



Goods supplied by Asahi Seiko are covered by a 12 month return to base warranty from date of despatch.

**All returns to Asahi Seiko Europe Ltd need to be returned following an RMA procedure. If items need to be sent back to us for repair then we ask you to obtain an RMA number from our Technical Support Department for each item that is to be returned. A completed RMA form with the RMA number should be sent together with each item. Items returned for repair, which do NOT have a valid RMA number or form will NOT be accepted and will be returned to the sender at the senders cost.**

**RMA numbers can be obtained by contacting our Technical Support Department by telephone on +44 1892 619643, or by email on [techsupport@aseuro.co.uk](mailto:techsupport@aseuro.co.uk).**

We will initially offer advice over the telephone to see if we can solve the fault, if the fault cannot be rectified over the phone an RMA number will then be issued. An RMA form is available from us if required. The RMA number MUST be clearly marked on the outside of the box.

Once goods are returned we will investigate the problem and rectify any faults. Any goods, which are returned fitted with customer's own equipment or modified from standard, will be returned to standard factory condition as part of the repair. This work will be charged. Faults, which are deemed valid warranty claims, will be rectified and returned free of charge. Other faults, which are not valid warranty claims, are chargeable.

We will of course endeavour to repair goods in the minimum amount of time using the least amount of parts to reduce cost. Please be advised that we will not offer a quotation before repairing your goods, we will assume your authority to repair goods by the fact that you have returned goods using our RMA procedure.

Your goods will then be returned to you by the most cost effective method.

Repairs are warranted for a period of 3 months from date of despatch. This warranty relates to the repaired/replaced items themselves not the product as a whole. A warranty claim for a repaired item will be handled in the same way as a new product warranty claim as detailed above.

**Further details if required can be obtained by contacting our Technical Support Department.**

