

Returns request form

YOUR DETAILS

Company name

Account number

Address

Contact name

Email

Telephone number

Fax number

PRODUCT DETAILS

Item description(s)

Serial number(s)

Invoice/dispatch note number

Purchase date

Reason for return

Sign

Print

Date

I hereby agree to the
DARAY returns policy

IMPORTANT: Pack the goods securely. Make sure the packaging provides adequate protection and where appropriate, ensure that glass items are well protected.

After completing the form, please fax it to us on 033 321 0973.

Marquis Drive, Moira, Derbyshire DE12 6EJ
Helpdesk: 0844 375 9000 Fax: 0333 321 0973
support@daray.co.uk www.daray.co.uk

DARAY Ltd Registered in England No. 05276678

Returns Policy and Procedure

Returns Policy

IMPORTANT

Before returning your item, call 0333 321 0973 to request an RMA number.

NO RMA, NO RETURN!

We want you to be completely satisfied with your purchase. If you need to return goods purchased from DARAY Ltd, please read the following information carefully.

The DARAY Ltd returns policy provides guidance on when you can return goods we have supplied, and what you can expect from us once you do. To see our detailed returns policy and procedure, visit www.daray.co.uk/returns

TYPE OF RETURN	REMEDY
DAMAGED GOODS OR DOA* Goods which are physically damaged on delivery, or which do not function.	We must be notified within 24 hours of receipt.
GOODS DEVELOPING A FAULT Goods which have developed a fault within the warranty period.	Within 14 days of delivery we will replace the item as DOA*. If the fault develops after 14 days, but within the warranty period, we will initiate the returns procedure.
NON WARRANTY Goods which have developed a fault outside the warranty period.	If a fault develops outside the warranty period, we will initiate the returns procedure. Charges may be applicable.
OTHER Any situation which is not covered by the above.	We will try to help, but we cannot normally offer a refund.

*DOA - dead on arrival

For additional clarification, please refer to our terms and conditions at www.daray.co.uk/terms.

In a small number of cases, we may determine that a replacement would not work any better than the original product we supplied. In such cases we will only offer a refund rather than a replacement for qualifying returns.

Replacement bulbs are not eligible for returns, unless they are faulty or damaged.

Spare parts ordered on our website or from supplied part codes are not be eligible for credit. We will accept returns and exchange for the correct item.

If you have incorrectly ordered a product and it is unopened and in perfect condition, within seven days of the original order you may order the correct product and receive a full credit for the returned item. In all other cases, items returned for credit are subject to a 25% restocking fee.

If you send us goods that do not qualify for return, you will invalidate your claim to any refund, and you will be obliged to compensate DARAY Ltd for the cost of return postage and any other reasonable costs incurred processing the goods.

Your statutory rights are not affected.

Before returning your item, you must call us on 0844 375 9000

Returns procedure

The returns procedure describes how to return goods to DARAY Ltd. To avoid unnecessary costs or disappointment, please ensure you have read the Returns Policy above, and that the item(s) intended for return are eligible. If you have any questions, please contact us on 0844 375 9000

Working through the following check-list will ensure that your return will be dealt with as quickly as possible.

Returns check-list

1. Please call our helpdesk on 0870 199 4299 to request an RMA number which will be given to you after you have explained the fault. You can also find a form on our website at www.daray.co.uk/docs/returns.htm.
2. Repack the items securely. Royal Mail requires items to be packed securely as a condition of accepting them for transport. It is also your responsibility that goods returned arrive undamaged. You might be able to re-use our packaging once you have removed the original labelling (some of our packaging is single-use only and is not suitable for repackaging).
3. Include a copy of the invoice or delivery note, clearly marking the items you are returning.
4. Address return items to:
DARAY Ltd
Returns Department
Marquis Drive
Moira
Derbyshire
DE12 6EJ
5. Include your address as 'sender'.
6. You will probably find it more cost-effective to send items under 2 kg by Royal Mail and heavier items via a courier.

Sending items

When you arrange the courier or postage, we can not be responsible for return items lost or damaged in transit. To avoid financial loss, we suggest that you either obtain a 'certificate of posting' which is available free of charge when you send your return at a post office or include insurance in your courier arrangements.

As is common practice, you are expected to pay for returning items to us (unless the return is covered by the first year of warranty). We bear the cost of sending replacement or returned items to you, as applicable. We will not assume liability for any implications of your not observing this procedure.

PLEASE ENSURE ITEMS ARE PROPERLY PACKED

If you need packaging to return the item in please contact the helpdesk who will assist. We can supply bespoke packaging with labels, on request.

Advance replacements

When an item is advance replaced, you may be required to provide the item to be returned before the replacement is delivered. In this case, if the item is not ready, no delivery will be made.

What happens next?

We will notify you as soon as we receive the returned item(s), in fact we guarantee that we will start processing your return within one business day of it arriving.

If you require a progress report, please call our helpdesk on: **0844 375 9000**