

Returns & Replacement Policy

Introduction

At RDM, we are committed to providing high-quality goods & services that meets the needs of our customers. However, we understand that there may be situations where a return is necessary. This Returns Policy outlines the conditions under which products may be returned, as well as the procedures to follow. This includes the conditions under which a customer can return, or get a replacement for a purchased item, the timeframe for returns, the condition the product should be in on return, and the types of refunds or exchanges offered.

Please note that, this returns policy does not affect any statutory rights

Scope

This policy applies to all electrical equipment purchased from RDM, whether directly through our website, email orders, or through other approved channels.

All Resource Data Management (RDM) products come with a manufacturer warranty. Parts supplied by RDM that are manufactured by other companies are subject to the warranty provided by the original manufacturer. These third-party parts include, but are not limited to, the following parts:

- Batteries
- Network switches
- 3G/4G modems
- Hard disk drives
- USB devices
- Other IT equipment

Return of products due to damage caused by poor installation, electrical surges, lightning damage, liquid damage, breakage and or misuse will not be accepted under the warranty agreement.

It is the responsibility of the Customer to ensure that suitable packaging and transport methods are used to return the items. RDM will accept no responsibility for any item sent back by the customer that is damaged in transit. Where possible the original packaging should be used.

Returns Procedure

For products in or out of warranty

Before returning any goods under warranty to RDM customers must request a CR (Customer Return) number via email the customer returns email below. If products are received without a CR number, the products will be returned and recharged at the senders cost.

Process for requesting a CR

- Contact the RDM customer support team who will provide technical help to ascertain if the part is genuinely faulty, and needs a replacement.

Contact details: support@resourcedm.com | 0141 810 2828 (ext. 2)

- If unused/unopened items are to be returned for credit, the technical support team will transfer the enquiry to the Customer Returns team to authorise the return, or the customer can directly contact them via email at customerreturns@resourcedm.com

- Request CR (Customer Return) number. Please confirm by e-mail the list of products which are being returned.
- Once assessed and agreed by our Support/Customer returns Team, RDM will allocate a CR/EVAL number to the request. A copy of the credit note or confirmation will be shared via email. This information should accompany all of the items agreed for return by RDM.
- Please return the goods to RDM for the attention of:

UK / Europe

80 Johnstone Avenue

Hillington Industrial Estate

Glasgow

Scotland

G52 4NZ

USA/Canada/South America

Resource Data Management USA

9441 Science Center Drive

New Hope

MN 55428

USA

Asia

Resource Data Management (Asia)

Sky Park at One City

Jalan USJ 25/1

47650 Subang Jaya

Selangor

Malaysia

- If more than one box of products is being returned, please ensure that all boxes are suitably marked with their CR reference number. (together with any additional reference numbers required to identify the goods)
- Any products received with parts missing will not be credited unless agreed upon prior to their return.
- Control packs: please return the complete control pack for credit, any items missing will result in the pack not being credited.

- All products returned, and where confirmed by RDM as faulty, within the agreed return period, will be authorised for credit or replacement.

Please note a CR is only issued when the technical support and the site engineer cannot solve the problem and agree that the part may be faulty.

The CR is raised for the agreed part numbers and quantity, then sent & confirmed via email (customerreturns@resourcedm.com). Once the CR is raised no additional returns may be added to this and a new request must be raised.

As much information as possible should be provided to the technical support team including the fault description, site/store name, engineer, fixture etc. to help identify patterns in the failures. We will also ask for the relevant sales order/invoice number on which the part was originally purchased.

When returning the goods

The parts should be returned in suitable packaging, which should clearly identify the authorised Customer Returns number, (CR number) **the parts should be returned within 28 days from the date the CR number was raised.**

Goods under warranty will be repaired, replaced or refunded in that order. Credit notes for warranty items will only be issued if goods cannot be repaired or replaced. The value of the credit note will be matched to the original invoice value. (See Appendix)

RDM will not accept returns without an authorised CR number. Any item returned without an RDM CR number will be either quarantined or returned back to you and this will greatly delay repair, replacement or credit for the item

Advanced Replacements

Should the Customer require an advance replacement they should contact our Sales Department after they have been in touch with the Technical support. The customer should then share a PO with the CR number if advised to order a replacement. Failure to do so could delay or not qualify for any payment of credits.

The advance replacement will be dispatched and you will be charged for the replacement goods and carriage.

The failed item should be returned within 20 days to RDM or it will be charged at full price.

Appendix

Situation A: No Fault Found

Goods returned with no fault found will be sent back to the customer and a charge of £25 or 15% of the purchase price (whichever is the largest) plus carriage will be levied. The Customer will be invoiced for the replacement part

Situation B: Out of Warranty

Items that are out of warranty date should only be returned using the above procedure. Customers will be advised of the repair or replacement cost before any work is carried out.

Out of warranty items that have been returned and found faulty or damaged beyond the point of reasonable/economic repair, the Customer will be advised such and RDM will take no further action with the part.

Situation C: Goods Ordered in Error

Goods ordered in error can only be returned with prior agreement from RDM Sales department or Account Manager.

Non-standard parts that have been specifically ordered for a customer cannot be returned for credit.

The following charge will apply - a minimum handling charge of £25.00 or 15% of the invoice value, whichever is the higher value.

All goods ordered in error must be returned complete with all original packaging and documentation in an 'as new' condition.

Situation D: Products Damaged by the Customer/missing Components

No credit will be given for items unless they are returned as new in original packaging with all connectors in place. The original packaging should not be altered or marked in anyway.

Name: Gerard Evans

Signed: 

Date: 26/03/2025

Next review date: 31/03/2027

