



photocopiers r us

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Returns and Cancellations Policy

In the unlikely event of goods requiring to be returned we have established a returns procedure which has been designed to cause you minimum inconvenience.

1.0 Suspected faulty item

Speak to Technical Support on 01420 481 108. Items which are faulty must be returned within the warranty period (12 months standard warranty for most products). If the item is diagnosed faulty by our technicians, we will do our best to provide a replacement within 5-7 working days providing the item is in stock at our warehouse.

2.0 Item missing or incorrect item sent

Should you receive goods that do not correspond with the description of the ordered goods then you should contact Customer Services on 01420 481 108 within 3 days of receiving the order.

3.0 Signing for goods

All items must be checked on delivery before signing for the item. If the item looks damaged, please refuse the delivery and contact our Customer Services department on 01420 481 108.

4.0 Damaged item

For mail order goods only. In the event that you receive a damaged item, speak to Customer Services on 01420 481 108 within 72 hours of receiving the order. A replacement will not be sent until the damaged item has been returned and inspected.

5.0 Unwanted or Incompatible Goods

If you purchased the goods online and are a consumer (a private person buying for their personal use) then you may cancel your purchase at any time within 7 days of receipt by informing Photocopiers R Us in writing (email, fax or letter) and we will give you a refund of the price paid. It is a pre-condition to our acceptance of these unwanted goods that they are returned in an unused condition, complete, unopened and in a re-saleable condition (at your own cost). For goods purchased through our showroom, contact our Returns team on 01420 481 108 for details. Photocopiers R Us cannot accept the return of opened software under any circumstances. In order to return the goods to us you must firstly obtain a Return Merchandise Authorisation number (RMA) from our Customer Services department on 01420 481 108. The return will be authorised once the RMA is issued and you should then return the goods at your own cost and risk. It is your responsibility to ensure that the items reach us safely and in a satisfactory condition. We recommend that you take out insurance cover and that the goods should be sent by recorded or registered post or with a reputable courier. We cannot accept any liability for goods that are damaged in transit and would recommend that you ensure that the goods are sufficiently packaged to prevent this from happening.

6.0 When returning Items

All returned items must be in original packaging. Photocopiers R Us will not be liable for any damage to items that are not adequately packaged and damaged in transit to Photocopiers R Us.

Please ensure that you enclose:

Your RMA number

Details of why you are returning the item

All packaging, CD's, manuals and cables

Please Note, if products purchased from Photocopiers R Us are found returned with illegal software or are faulty due to accident, neglect or misuse you will not be able to return the item to us. We are responsible for reporting any illegal activities to the authorities. This does not affect your statutory rights. Photocopiers R Us cannot be held liable for any loss of data stored on any product sent for testing. It is the customers' responsibility to ensure that data is backed up where possible before returning the product.