



## **Important Changes to the Zero 88 Lighting Returns Policy**

Zero 88 Lighting Ltd will shortly be implementing a new returns policy for any customer returned item. This new policy has been introduced to eliminate the large number of items returned to us with inadequate, or in some cases, no covering paperwork.

The changes are designed to speed up the returns process, allow us to monitor quality control issues and provide feedback to our production department.

To help prevent problems with future returns, please ensure that this information is passed to any persons responsible for returning items.

### **Outline of Changes**

*As of the 1<sup>st</sup> of June 2006*

Zero 88 will require an RMA (Return of Materials Authorization) number to be issued, before any item is returned to us. This applies to all returns, regardless of the reason for its return. The RMA number must be quoted on the enclosed paperwork and marked clearly on the outside of the packaging.

*As of the 1<sup>st</sup> of October 2006*

Any item received without an RMA number will not be signed for and the courier instructed to return to sender.

Should an item be received without any paperwork allowing us to identify the sender, we will arrange for the unit to be stored for a period of time as defined in our new terms and conditions. Every effort will be made to trace the sender and a storage fee will be charged for this service. If after 6 months we have not had contact from the sender, the item will be disposed of as necessary by Zero 88.

### **Obtaining RMA numbers**

To obtain an RMA number please contact either the Zero 88 Sales Team or the Service Department. We will take the product details including stock and serial number, a description of the fault or reason for the return and issue you with an RMA number.

We will not issue RMA numbers for descriptions such as faulty or not working. The more information that you can provide the quicker we will be able to make an assessment and therefore speed up the turnaround time.

### **Receipt of Items at Zero88**

On receiving an item it will be booked onto our system against the RMA number given. The item will then be assessed, within our target of five working days. You will then be contacted with a

quote for work required. We expect contact from you within one week with instructions to proceed or return the item.

Should no instruction be received you will be contacted again after two weeks, then again after two months. Should no instruction be given at the end of this period, the item will be returned and an invoice for the assessment and return carriage will be issued.

Items returned for reasons such as demo product, wrong item shipped etc, we will again make an assessment and carry out the required action, within our target of five working days.

## **Items for Repair**

On receiving confirmation from you for repair work to be carried out, we will endeavor to carry out the repair/works and return the item within our target of five working days. Should the repair take longer we will notify you as soon as possible.

For pro-forma and non-account holders we will store the item for two weeks. Once payment has been received we will carry out the repair/works and return the item within five working days.

If we have not received payment within the two weeks we will contact the sender as a reminder. The item will be stored for a further week before the customer is contacted again, if after this we have still had no communication with the sender the item will be stored for a period of 6 months. A charge will be levied for this service. At the end of this period, we may dispose of the item in any manner we see fit.

## **Tracking a Return**

If at any point you wish to track the status of your return, please contact our Sales or Service Departments and quote the RMA number.

If you require further information about these changes, any other aspect of the RMA procedure or our service system please contact Keith Rogers on +44 (0) 1633 833101 or e-mail [krogers@zero88.com](mailto:krogers@zero88.com)

Alternatively, please contact your regional account manager.