Conditions for returns processing:

Please request a valid RMA number before sending. This must be in written form.

The RMA form is available at http://www.alldis.de/rma.html.

The device must always be submitted with the complete accessories.

Please make sure that the RMA number is clearly visible on the package and the RMA-form is included.

The return shipment must be delivered "free of charge" and it is accepted conditionally.

The validity of the RMA number is <u>one</u> week.

Should a product turn out to be error-free after checking, or for the purpose of missing/inaccurate description of the error, we must put in statement a service-charge in the amount of up to 25.00 € plus shipping costs (even within the warranty period). This also applies to self-inflicted damage.

You will receive the replacement goods back in the same amount as sent. A product must be credited within the manufacturer's warranty or ALLDIS-warranty (12 months) the company is entitled to reduce the product value appropriately.

In the B2B sector returns for credit are not provided, we optionally offer a fair trading canceling within **two weeks from the date of purchase (daily prices)**. In this case the products must be in **new, unopened and resalable** condition. Please note that we haven`t factored in our selling prices redemptions costs. Therefore, you will certainly understand that we must deduct a **handling fee of 15 %** of net product value. Order-related goods and all hygiene items (such as headsets), server racks, battery / UPS ' s, software and licenses are excluded from return.

Please note:

A DOA regulation (Dead on arrival) is not fixed by law. This decision is made by each manufacturer or supplier himself.

The company ALLDIS Computersystem GmbH is not obliged to carry out a pre-release or immediate replacement for manufacturers.

Warranty claims expire 12 months from date of purchase.

**Complains which do not meet these regulations, can`t
be processed and will be returned at your own cost.**

Read more at our Terms & Conditions.

Thank you.

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