

### **Good Stock Returns within 7 Days**

If you wish to return unused goods, we are pleased to offer a 7 day returns policy. Please follow these easy steps to ensure rapid processing and credit of your returned goods.

Simply call us to return the product/s in question in their original packaging and in an unused re-saleable condition within 7 days from date of receipt and we will make the necessary arrangements to collect them at the earliest convenience (please note that if the item/s requested for collection are not as stated in a good stock and re-saleable condition then the dell factor ltd driver will refuse the collection and the request will be cancelled). We will make arrangements to collect the products at the earliest convenience providing they are returned within 7 days from date of receipt, and are in an unused condition and in their original packaging.

We aim to issue a full credit of the price of the item/s within seven working days of receipt of the returned goods.

### **Goods Stock Returns outside of 7 days**

Requests for goods to be returned outside of 7 days will be discussed on an individual basis. If agreed, there will be a re-stocking fee of at least £25.00 or 25% of the order value whichever is greater.

Please note that items which have been opened are NOT considered unused, therefore these are classified as non-returnable.

All goods will be inspected and we reserve the right to refuse credit for any item where we consider the packaging and or the item itself unsuitable for re-sale.

This does not affect your statutory rights.

### **Parts Missing**

In the unlikely event that you unpack a product and subsequently discover that components are missing, please contact the dell factor ltd sales office to arrange replacements either directly or via the respective manufacturer as we do not hold stocks of the majority of spare components and these may have to be requested specifically by our returns co-ordinator.

### **Damaged Goods Reported within 3 Days**

Every effort should be made to inspect goods upon arrival. If goods are visibly damaged it is important in the first instance to refuse the delivery.

If you are unable to inspect goods upon delivery please ensure they are inspected within 3 days and any damages are reported to us by completing the Returns Application Form and sending it to us via our dedicated fax number or email address.

Verbal notification alone will no longer be accepted, but if you require a Returns Application Form please contact us.

If we receive no notification by fax or email within 3 days of delivery, you shall be deemed to have accepted the goods and returns will be refused.

### **Delivery Error**

We will gladly arrange for collection of goods received in error if we are notified within 7 days of delivery once again please simply call us to arrange providing your request is within 7 days of receipt of order. All goods must be in a re-saleable condition.

All goods will be inspected and we reserve the right to refuse collection and or credit for any item where we consider the packaging and or the item unsuitable for re-sale.

### **Faulty Goods**

If you discover that the product you have purchased is faulty please contact the dell factor sales office to obtain an uplift authorisation reference. Once this has been obtained please complete the Returns Application Form, clearly noting the dell factor ltd or the manufacturer's reference in section B at the bottom of the form.

Verbal notification alone will no longer be accepted, but if you require a Returns Application Form please contact us or download an electronic version via our website at [www.dellfactor.co.uk](http://www.dellfactor.co.uk).