

Partner Tech UK Corporation
Unit 8, Berkeley Court, Manor Park,
Runcorn Cheshire, WA7 1TQ
T. 01928 579 707
www.partnertechuk.com

Hardware RMA, DOA & Warranty Policy

Partner Tech provides a hardware only warranty, the steps set out below outline our policies and processes for RMA, DOA and Warranty support.

Prior to returning any potential faulty hardware we encourage that you utilise our telephone and online Technical Support Service.

01928 579707 option 2 or option 4 or support@partnertechuk.com

RMA Policy:

1. Customer completes the RMA (Return Manufacturer Authorisation) request form online at website link below, please complete all information as thoroughly as possible, this will assist us when attempting to replicate the fault.

<https://www.partnertechuk.com/service-support/repair-center/>

2. Customer prints off two copies of the e-mailed RMA request form with complete information to send to Partner Tech UK (here in after refers as "PTUK") one copy on the outside of the box and one copy on the inside.

PTUK reserves the right to refuse any RMA package without a relevant RMA number and paperwork.

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3. PTUK request that the RMA be returned in its original packaging with the correct foam internal casing. We offer a replacement packaging service should you not have the originals, the cost for this is £15.00 + VAT.

Please note that PTUK cannot be held responsible for any damage to goods caused in transit if when returned they are not in the original packaging.

4. A PTUK customer service engineer will contact you should they require any further information required for appropriate testing, once testing is completed, report on repair if completed or quote for any chargeable RMA.

PTUK reserves the right to re-image any HDD or applicable storage back to factory default settings without consent for hardware testing purposes.

A quotation for replacement packaging if the goods were received not in the original packaging will also be provided, if this is declined PTUK cannot be held responsible for any damage to goods in transit when returned to the customer.

5. IN Warranty items require 20 working days for repair.
6. For OUT of Warranty items PTUK will send a repair quotation prior to conducting any works, including any applicable freight charges. Any subsequent parts used will carry a three month warranty.

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7. All out of warranty RMAs and 'no hardware fault found' testing will incur a labour charge of £80.00 per hour. PTUK requires customer email confirmation and/or any relevant purchase order numbers in order to proceed with any out of warranty or chargeable repair.
8. If PTUK do not receive the customer's agreement in writing, a purchase order reference or the customer decides not to proceed with the out of warranty or chargeable repair within 20 days from original quotation correspondence, the customer will then be responsible for the return freight cost plus £80.00 for the processing and fault finding at PTUK.
9. For IN warranty repairs, the customer must return the product to PTUK with any transportation charges prepaid; PTUK will cover the return transportation charge. For OUT of warranty repairs, the customer is responsible for both trips of transportation charges.

Note: In lieu of repairing the product, PTUK may, in its sole discretion, elect to replace the product or parts with a product or parts that are new or equivalent to new in performance. Product(s) and part(s) that have been replaced become the property of PTUK.

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DOA Policy:

DOA products (Defective on Arrival) must be reported within ten (10) working days from when the customer receives the shipment. PTUK will endeavor to send out an advance replacement product/s on the day of report.

For the defective goods the customer needs to complete an RMA request as set out above and return the goods to PTUK. Once received a full inspection of the goods will be carried and if it is deemed that there is a hardware fault a credit note will be issued in full.

If there is out of warranty faults or no faults found then PTUK reserves the right to invoice accordingly. This fee will be deducted from the credit note.

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Services Not Covered Under Warranty

No.	ITEMS
1.	The product has been found to be defective after expiry of the warranty period.
2.	The product has been subjected to misuse, abuse, or unauthorised repair whether by accident or other cause. Such conditions will be determined by PTUK in its sole unfettered discretion.
3.	The returned defective product is tested or calibrated by PTUK and a No Fault Found (NFF) result is obtained.
5.	Product updates and reworks carried out by the customer which subsequently causes hardware damage or OS (Operating System) failure.
6.	Product is damaged beyond repair due to natural disasters, for example, lighting strike, flood, earthquake, etc.
7.	Consumable items including and not exhaustive, fuses, batteries, printer cartridges and software.
8.	Consumable Parts: Covering box, PE Bag, Power Cord, Cables, Foam (EPE, PU or PE Foam), Diskette, etc.
9.	Cosmetics Parts: Chassis, Housing, Case, Cover, Bracket, etc.
10.	Serial number, Bar codes or MFG. codes or RMA related code of the products are destroyed, altered or otherwise rendered illegible.
11.	Any Operating System and or 3 rd Party Software

Partner Tech UK Corp Ltd.
Customer Service Dept.
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