

END USER BILLION RETURNS PROCEDURE

Before sending back a product, you must obtain an official Returns Material Authorization (RMA) number from our service centre.

To do this, please contact rma@billion.uk.com or fax 020 8201 3232.

You will then be sent an RMA number and an RMA request form which you will need to fill out and send back with the returned goods.

Items received without a valid RMA number and the completed RMA request form will not be accepted by our service centre and will be either rejected or returned at your own cost. This ensures efficiency of authorized returns and prevents items being sent where the problem can perhaps be resolved locally.

All claims must be submitted before the end of the warranty period and must include:

- 1. An RMA number obtained from Billion and clearly marked on the outside of the packaging.**
- 2. A completed RMA request form inside along with you original warranty card.**

Returned products have to be packed properly to avoid damage during delivery. This is the sole responsibility of the customer. Billion will not be held responsible for any damage during delivery of the product.

We will endeavour to resolve outstanding RMA within 28 days of receiving returned items.