

Computer Dynamics RMA Policy

Returns for Credit

Approval for credit returns must be requested on the Computer Dynamics LTD Return Authority (RA). Approval for credit is exclusively at the discretion of Computer Dynamics LTD and subject to conditions;

- Returned to Computer Dynamics within 7 days of RA approval.
- Returned to Computer Dynamics within 30 days of date of invoice.
 - Goods returned are clearly labelled with RA number on shipment packaging.
 - In condition fit for resale - In original packaging, unsoiled and undamaged.
 - Computer Dynamics takes no responsibility for damage to goods during transit.
 - Returned free to Computer Dynamics with all costs, including original shipping costs to customer being payable by customer.
 - Computer Dynamics will replace or exchange any goods which are accepted for return under our RMA policy but will not provide refunds.

No credit will be issued for goods that;

- Have been specifically imported or manufactured for the customer.
- Are returned to Computer Dynamics LTD without an approved RA Number.
- Are returned in a condition unfit for resale.

Computer Dynamics does not typically accept return of goods over 30 days from invoice. At the exclusive discretion of Computer Dynamics, any goods accepted for return outside 30 days from invoice will be subject to a minimum of 20% restocking and administration fee.

Returns for Warranty / Repair

Approval for Warranty returns must be requested on the Computer Dynamics LTD Return Authority (RA) form, and subject to conditions;

- Returned to Computer Dynamics LTD within 7 days of RA Approval.
- Goods returned are clearly labelled with RA Number on shipment packaging.
- All parts / accessories to the unit are returned (i.e. power adapters, cables, CD's)
- Unless otherwise agreed to, returned free to Computer Dynamics LTD.

The typical turnaround period for RA Testing and Repair is 3 to 5 working days; however this may be longer due to the need for sustained testing or supply of replacement parts / units. If it is foreseen that it will take a period longer than 5 working days, we will advise you of this.

When applying for RMA Number, we require a clear and concise fault description. The more information we receive about the fault, the easier it is for us to replicate and resolve.

– We will NOT accept descriptions such as “Faulty”, “No Go”, or “Doesn't work”.