

## Returns & Charges

Before a return can be processed, you will be asked to confirm your acceptance of any charges/credits associated with the return of that product. The notification will include:

- Refund/credit of any carriage/postal costs you have incurred, if applicable.
- Charges to be applied if the fault is not as reported (e.g. Damage caused by misuse or mis-handling and/or customer order errors) – see below.

Following your acceptance of the refund/charges and when the return has been approved, a RMA (Returns Material Authorisation) will be raised. A Return Authorisation Notice will be sent to you featuring the RMA reference number which should be used in any communication with our returns department.

## Charges

**Please note: Do not deface, write on or damage product packaging in any way. Non-faulty products which cannot be re-sold, due to issues with damaged/defaced packaging, will NOT be credited.**

Below, you will see how charges will be applied depending on whether you receive deliveries by carrier or Barco van. All charges will be deducted from credit notes or invoiced directly.

### 1. Carrier Customer Charges

- a) Where the return proves to be the fault of Barco or the manufacturer:
  - i. Reasonable carriage costs will be refunded.
- b) Where the return proves to be the fault of the customer or a third party (e.g. the installer):
  - i. Carriage costs will not be refunded.
  - ii. For collection by a Barco Sales Representative, a charge will be applied.
  - iii. Handling and/or re-stocking fees will be charged.
  - iv. A return-to-customer carriage charge will be made for returning products to you that are out of warranty or damaged by misuse or mis-handling.

### 2. Barco Van Delivery Customers

- a) Where the return proves to be the fault of Barco or the manufacturer.
  - i. Reasonable carriage costs will be refunded.
- b) Where the return proves to be the fault of the customer or a third party (e.g. the installer):
  - i. Carriage costs will not be refunded.
  - ii. Handling and/or re-stocking fees will be charged.
  - iii. A return-to-customer carriage charge will be made for returning products that are out of warranty or damaged by misuse or mis-handling.

## Return Types

Please follow the relevant instructions on how to proceed with your return dependent on its 'return type':

### 1. Faulty Products

**Installed Products:** Faults should be reported **directly to the manufacturer**. A list of applicable contact numbers can be found at the back of the Barco Price Book. For further assistance please call or email our returns team.

### 2. Products not Installed

Faulty goods must be returned within the warranty period.

1. Dependant on the manufacturer returns policy the product will be repaired or replaced.
2. Following the return:
  - a) Repairable Products: If the manufacturer repairs the product, it will be returned to you free of charge.
  - b) Non-repairable Products: A replacement product will be provided.

### 2. Short Deliveries/Missing Products & Incorrect Product Deliveries

1. Short deliveries, incorrect product deliveries and/or goods lost in transit must be reported to Barco within two working days of receipt.
2. **Short Deliveries/Missing Products:** After determining where the missing products are, a new sales order will be raised to correct the error and the applicable invoice line(s) will be credited.

3. **Incorrect Product Deliveries:** Barco will arrange collection of the incorrect products after which a new sales order will be raised to correct the error and the applicable invoice line(s) will be credited.

### 3. Late Deliveries

1. Late deliveries must be reported to Barco within two working days of the anticipated delivery date.
2. After the products have been collected, the original invoice line(s) will be credited.

### 4. Goods No Longer Required

1. **For goods returned within 14 working days from the date of purchase:**
  - a) Restocking fees will not apply.
  - b) Carriage costs:
    - i. Carrier customers should arrange the return of goods and are responsible for any costs.
    - ii. A charge will be incurred for Barco collections.
2. **For goods returned more than 14 working days from the date of purchase:**
  - a) A restocking fee will be incurred.
  - b) Carriage costs
    - i. Carrier Customers should return the goods and are responsible for carriage costs.
    - ii. Returns collected by Barco, will incur a charge.

## Returning a Product

**Important Reminder:** Do not deface, write on or damage product packaging in any way. Non-faulty products which cannot be re-sold, due to issues with damaged/defaced packaging, will NOT be credited.

### Carrier Customers

Our Returns Department will inform you of your return method.

1. For large/bulky products we may instruct a carrier to collect the product(s).
2. If a Sales Representative is scheduled to visit you within two weeks of the return request, they will collect the product and we will notify you of the collection date.
3. If a Sales Representative visit is not scheduled, you will be responsible for returning the product.

#### **Carrier Collections**

1. You will be sent a three-part returns label and informed of a collection date.
2. Please follow the instructions on the returns label and, to avoid damage in transit, ensure that the product is suitably packaged/protected.

#### **Sales Representative Collections**

1. To avoid damage in transit, the product should be suitably packaged/protected before the collection date.
2. You will be sent a collection note. Please print and sign two copies.
3. On collection, the Sales Representative will sign both copies of the collection note. One copy should be given to the Sales Representative and the other should be kept for your records.

#### **Customer Returning**

1. You will be sent a three-part returns label, please follow the instructions on the label.
2. To avoid damage in transit, products should be suitably packaged/protected before being returned to Barco.
3. To avoid lost returns, proof of posting must be provided for all customer returns.

### Barco Van Delivery Customers

*Cont. on next page*

1. For bulky/large products we may instruct a carrier to collect the return and you will be notified of a collection date.
2. For both carrier and Barco van collections, to avoid damage in transit, products should be suitably packaged/protected.
3. The RMA number should be clearly marked on the outer packaging but not on the product packaging itself.

---

For more information on returning any product supplied by Barco, please call our returns team:

- Tel: 01707 387 940
- Email: [customerreturns@barco.net](mailto:customerreturns@barco.net)