

Terms and Conditions

We hope that you are pleased with your purchase from Computer Commodities Limited. However, we understand that there are occasions when you need to return goods to us.

Goods Faulty on Arrival:

If your goods are faulty on arrival, you have 7 days to inform us of the fault. When the goods are returned to us and the fault has been verified, we'll issue a warranty replacement.

Goods Damaged in Transit:

If your goods were damaged in transit, we request that you report it to us within 48 hours. If goods are visibly damaged on receipt, its best to sign the delivery note accordingly. Once the damaged goods are received back into our warehouse, we'll issue a warranty replacement.

Received Goods you did not order

Any products received that you did not order, must be notified in writing by fax/email or telephone us within 48hours of delivery. It will then be collected at our cost and you will be credited in full. Outside of this time scale you will be required to return goods in the normal manner and a restocking fee of 25% of item value + VAT will be applied.

Goods Faulty in Warranty Period:

If your goods develop a fault but it's more than 28 days since receipt, then provided your product is within its warranty period, you are entitled to a warranty repair or replacement. In some cases, manufacturers provide a special full on-site warranty service and or telephone help facilities for your convenience, which of course, we recommend you, utilise in order to correct the fault quickly.

Returns Contact Details:

You can contact the returns department by the following methods.

Telephone: 0845 863 8292

Fax: 0845 863 8288

Email: returns@computercommodities.com

[Click here to print out or save the RMA form](#)

Please complete our ONLINE RMA Return of Merchandise Authority FORM, and click on SUBMIT to process your RMA request.

Once completed and sent over you will be contacted by the returns department within 48hours with an RMA number.

When an RMA number is issued it is your responsibility to return the product within 14 days adequately packed, via a traceable source. Please enclose a completed RMA form and display the returns number on your packaging. This will help to ensure a speedy resolution.

Important Information Reference to your Returns

Customers are responsible for all freight charges and insurance costs for and in respect of the goods or parts returned.

All products replaced under warranty will be returned to you on your next purchase order unless stated otherwise.

Computer Commodities reserves the right to exchange with alternate products of an equal or greater performance or credit the goods at current market value.

Please ensure all products returned to Computer Commodities are done so in their original packaging. Any product not returned in their original packing will be swapped out with replacement equipment and not credited to your account. Please do not mark or write on the original packaging.

Returned products arriving without an authorised RMA number and no paper work will not be processed until a completed RMA form has been completed and sent to our Returns Department.

Any products you have ordered incorrectly will incur a restocking fee, of 25% + VAT of the product value. If an item is not returned in its original packaging the restocking fee will be 50% + VAT of the product value.

A handling fee of £5 + VAT per item will be charged for all RMA'S found to be in perfect working order.