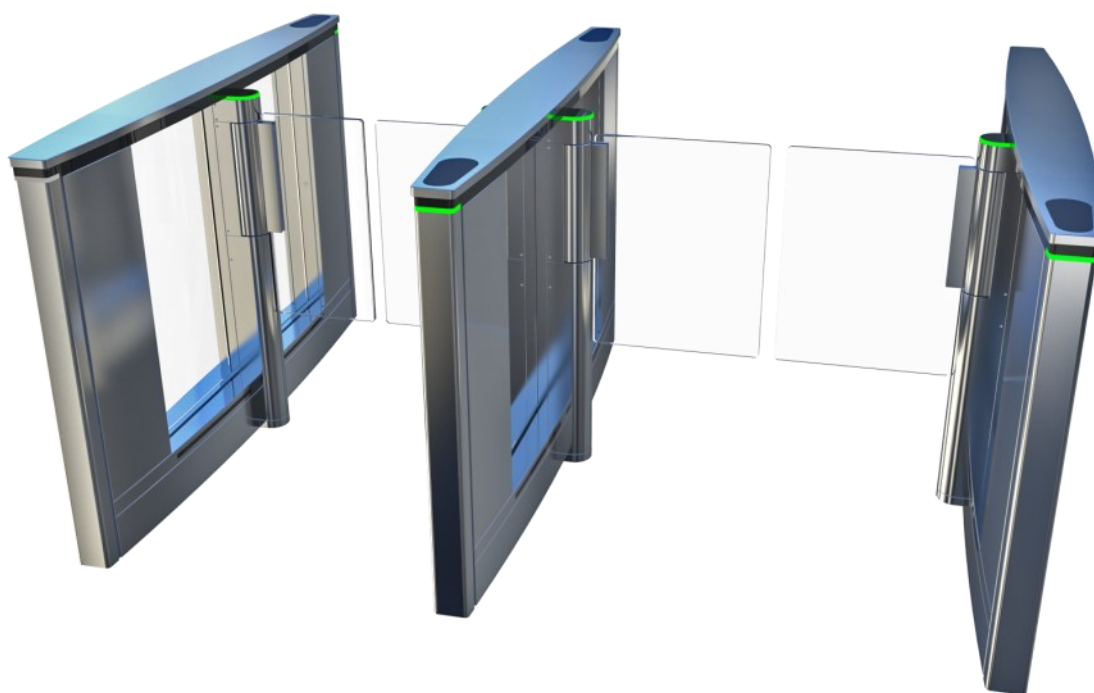


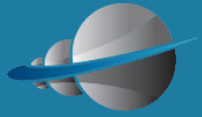
**Evolve Security Products Limited**

## **PEDESTRIAN ENTRANCE CONTROL**

**Evolves RMA Procedure**



[www.EvolveSecurityProducts.com](http://www.EvolveSecurityProducts.com)



## RMA Returns Procedure For ESP Products

Dear Customer.

To maximise product uptime and quality Evolve Security Products (ESP) will provide its customers with advanced replacement part(s) should a failure occur.

A return merchandise authorisation (**RMA**) is part of our quality control process for returning faulty parts in order to receive a refund, replacement, or repair during the product's warranty period.

The purchaser of the product must contact ESP to obtain authorisation to return the part(s). The resulting RMA number must be displayed on or included in the returned part(s) packaging; no returns are accepted without this number.

ESP strives to provide a simplified returns process for defective parts. Our RMA process is aimed to provide the best possible customer experience. The below return shipping instructions will assist in the step-by-step requirements to return defective parts easily.

If you have any questions or concerns about the return process, then please contact us on +44 1264 334786 or email us at [sales@evolvesecurityproducts.com](mailto:sales@evolvesecurityproducts.com)

### RMA Returns Procedure

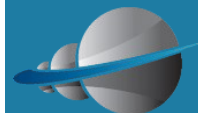
Step 1. For returns within the EU please contact WSL technical department on +44 1264 334786 or email [info@willings.co.uk](mailto:info@willings.co.uk) to obtain an RMA number. For all other countries please contact [sales@EvolveSecurityProducts.com](mailto:sales@EvolveSecurityProducts.com) to obtain an RMA number.

Step 2. If a replacement part is required the purchaser will need to provide:-

- A valid purchase order number (even if the part is under warranty).
- Contact name and telephone number.
- Despatch address with post code.
- Opening times of despatch address.
- Equipment serial number.
- Supplier invoice number.
- Date of supply.
- Description of the fault.

Step 3. ESP will send the replacement part(s) within 72Hrs of receiving the above information along with an invoice for the part(s). The parts(s) will be shipped free of charge using a next day national carrier, on a standard next day delivery.

If an express, timed or weekend delivery is required then this will be changed at the appropriate rate.



- Step 4. The faulty part(s) must be returned to ESP within 7 working days of delivery date of the replacement part(s),
- a. The purchaser is responsible for all return shipping costs.
  - b. Please retain any sender paperwork for future proof of despatch.
  - c. ESP reserves the right to fully charge for part(s) that are not returned to ESP within 7 working days of delivery date of the replacement part(s).

If the purchaser requires an extension due to special circumstances, then please contact ESP technical department via the email above.

- Step 5. On receipt of the fault part(s) ESP will inspect them to confirm whether the part(s) are under warranty.
- a. If they are found to be under warranty, then ESP will issue the purchaser with a credit note.
  - b. If they are found NOT to be under warranty ESP will issue a warranty report explaining why warranty has been rejected.

Please allow 7 – 10 business days from the date of delivery for the inspection process to be completed and the defective unit removed from the purchasers account.

### **Packing Guidelines**

- Where possible please reuse the original packaging materials to pack the faulty part(s) to ensure its arrival in good condition.
- Remove or cover previous shipping labels from the outside of the box. (Old addresses, Labels, etc.)
- Place the defective part(s) inside any electronic components must be paged in an anti-static protection bag.
- Close and tape the box securely to ensure it will not open during transit.
- Please indicate the RMA number clearly on the outside of the box. Failure to include the RMA number may result in a processing delay.

**The purchaser is responsible for all return shipping costs. Please retain any sender paperwork.**

# HOW TO CONTACT US



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