

## **Warranty Returns Procedure**

### **For claiming credit for parts used to repair an 'In Warranty' rheavendors machine:**

As per our Rates & Conditions plan 0704, the warranty replacement period for all vending machines is 24 months, parts only, based on the return of the failed part, carriage paid to this office accompanied by a completed warranty parts return note (NCR Form).

For the supply of warranty replacement parts, we will require a normal order confirmation which should be marked as "warranty replacement parts".

The replacement parts will then be sent by express post directly to you and invoiced in the normal way. At the same time, we will send to you a warranty returns form which should be completed and returned to us as soon as possible with the failed part. On receipt of the failed part and completed returns form, the part will be inspected and on warranty verification, a credit note covering the supplied replacement part invoice will be issued immediately.

To avoid any delay or confusion it is essential that any parts returned to RVS-UK for warranty replacement are accompanied by a completed warranty returns form which includes the machine serial number, as we cannot process the warranty replacement part credit without both items.

On inspection, should the returned part be found to be "no fault found" it will be returned to you for your own spares stock.

Should you require any further information in this regard, please do not hesitate to contact us.