

Replacement/Refund Policy

Products purchased through Sapphire CCTV may be returned for Replacement or Refund by following these steps

1. Contact Sapphire CCTV on 01942 200835 to obtain an RMA number and write it on this form with the date of issue.
2. Fill out this form in its entirety and send this RMA form with the returned goods.
3. Return the authorised item(s) as per the shipping instructions below.



Return Material Authorisation (RMA) Form

Order No Name.....

Address.....

City Post Code

Email.....

Phone

RMA No **Date Issued**

(obtained from Sapphire Alarms)

Important: Goods returned for Refund must be unused, in their original packing and be complete with any ancillaries (batteries, fixings etc.). NB: Software and Printed Manuals cannot be returned for a Refund.

If returning goods for replacement, it is important to send only the minimum faulty part. For example if the power supply for a DVR has failed then only the power supply should be returned.

NB: Batteries. Software and Printed Manuals cannot be returned for Replacement

Qty	Part No	Description	Reason For Return A or B *

Reasons for Return:

A = Return for refund – over-ordered or not required. Goods must be in re-saleable condition.

B = Return for replacement – only the returned faulty parts will be replaced. Please use the continuation sheet to describe the fault.

Shipping Instructions

1. Please pack the items securely and write the RMA no. on the package. Enclose this form with the goods.
2. Return only the items that have been authorised.
3. Use the least expensive shipping method. From the UK this will be Royal Mail 2nd Class for light items and a courier for heavier items. Parcel2go www.parcel2go.com/default.aspx offer an economy 3 day service.
4. Ship the returned items to: (use the address below as a label). NB: Packages received without an RMA no. will be refused.

Returns
Sapphire CCTV
24 Sycamore Avenue
St Helens
WA11 0JP
United Kingdom

RMA No

Please briefly describe the fault and any testing that you carried out to confirm the fault.