



Warranty Claim Checklist

Photocopier Consumables must be provided at all times with a completed Warranty Form and any additional paperwork/information per item. Please ensure these are either enclosed in the product box or emailed to lauren.english@pcl-direct.com

<p>RMA Number All Warranty Forms must have a RMA number issued by our Sales Administration team.</p> <p><i>Failure to complete this section and obtain this number prior to the return of goods will result in returned goods not being accepted.</i></p>	
<p>Paper samples of copy quality Any claims relating to copy quality or short life, MUST include adequate copy samples from equipment as per below:</p> <ul style="list-style-type: none"> • Gradation of each colour in 128 & 255 settings • Half tone prints in 128 & 255 settings 	
<p>Machine Management Lists from 'List Output' menu</p>	
<p>Demo Page</p>	
<p>Photographs Where applicable, photographs are accepted to show any damage or incorrect parts prior to returning goods.</p>	

Please note that all replacements provided will be invoiced prior to receiving Warranty claims and goods. Any credits that are due on your account will be made upon inspection and completed in house reports.

Please ensure that all returned items are sent to
**Photocopier Consumables, Crondal Road, Bayton Road Industrial Estate, Coventry, West Midlands.
 CV7 9NH.**



**PHOTOCOPIER
CONSUMABLES**

WWW.PHOTOCOPIERCONSUMABLES.CO.UK

Warranty Claim Form

Please complete this form following the procedure stated on our
Warranty Procedure Document

RMA Number To be issued and supplied by our Sales Administration team.	
Date of Claim	
Customer Details <ul style="list-style-type: none">• Company Name:• Address: • Contact Name:• Contact Number:	
Product Part Number	
Description of Fault Please provide as much information as possible.	

PHOTOCOPIER CONSUMABLES INTERNAL USE ONLY	
Date Faulty Item Received:	Inspected By:
Replacement / Credit Issued:	Date Replacement / Credit Issued:
Credit Note Number:	Credit Amount:

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Warranty Claim Procedure

Photocopier Consumables will accept responsibility for any failures of equipment supplied under the following circumstances

Any product that fails will only be covered under warranty for up to a maximum of 3 months, subject to normal use.

The following procedure **MUST** be followed on every instance of item failure to qualify for warranty claim:

- In the first instance that a failure arises, you **MUST** email lauren.english@pcl-direct.com to advise and request an RMA number.
Failure to obtain this number prior to the return of goods will result in returned goods not being accepted.
- All information requested on the Warranty Checklist must be supplied with each Warranty.
Failure to supply these will result in incomplete Warranties that will not be processed.
- If a unit looks faulty when it has been unboxed **DO NOT** attempt to fit into the machine. Photocopier Consumables will not be responsible for any damage caused to end users equipment, due to faulty units being installed. This will also invalidate any warranty claim you may have.
- Photocopier Consumables will not accept responsibility for any damage occurred during the return process. With this in mind, please ensure that all returned items are adequately packaged.
Failure to comply will result in any warranty claim you may have being invalidated.
- Any evidence that is discovered of tampering with faulty products will also invalidate all warranty claims.

Should you have any queries in relation to our Warranty Procedure, please do not hesitate to contact us on 02476 663366 option 1

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