



NEW WAY INTERNATIONAL



Return Policy

Key to our approach is how we deal with customers. Our specialist customer services team provide a link to our vendor and customers, and are responsible for all enquiries. The team are the first point of contact for returns, managing the process from acknowledging the request from customers through to helping customers to choose one of our many options for pick up or collection.

All Returns are logged in full by our Customer Services team on our call logging system, which provides a full audit trail of telephone conversations, emails, faxed documentation or other means of communication between both parties. All the RMA Forms will be approved within 5 working days and confirmed via Email.

Please see below the criteria for all returns, please note that we do not accept any devices with a passcode lock on them, please ensure this is removed before returning otherwise the return will be declined.

- 1) **DOA** - 'Dead on Arrival' the item does not power up. This must be reported within 24hrs of arrival. **Please complete the form ticking Box 1** and the product will be exchanged via courier
- 2) **Product Faulty** - Seal is broken or product is damaged in the box. This must be reported within 24hrs of arrival. **Please complete the form ticking Box 2** and the product will be exchanged via courier.
- 3) **Wrong Item Sold/Wrong Colour or Specification** - Please contact your account manager and place an order for the correct item and **complete the form ticking Box 3**. The new item. subject to availability will be dispatched same day and we will arrange collection of the incorrect item, a credit note will be issued upon return.
- 4) **Product is unwanted** - If the product is no longer required a refund can be requested providing the item is in the original box and has all the accessories & components intact in the box. This item can be returned and we reserve the right to charge a re-stocking fee of up to 20% of the original value. This will be confirmed once you have returned the item to us at your cost. **Please complete the form ticking Box 4.**

This Return Policy Statement has been approved & authorised by:

Name: Mr Nigel Prince

Position: Managing Director

Signature: *Nigel Prince*