

Lemon Computing Ltd

Guide to Lemon's returns policy

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Dear Customer,

Thanks you for your recent purchase from the Lemon Computing's retail department.
I hope you are fully satisfied with your product and that it was delivered within the required timeframe.

Our legal returns policy is listed below, but first we've outlined a quick guide that will explain your options and what is (and is not) covered.

Guide to the returns policy

All items supplied by Lemon Computing come with a minimum 12 months manufacturers warranty.

The exact warranty period can be requested from Lemon or will be supplied by the manufacturer.

All warranties are direct with manufacturers unless otherwise stated. direct though whenever possible, and as a courtesy only, Lemon will arrange warranty replacements for any product purchased from Lemon with the manufacturer.

With regards to a query on an item, we would like you to provide the following information;

- the **make** (manufactuirer's name);
- the **model**;
- the **serial number**;
- the **date purchased** (if known);
- your **contact details** (with address, telephone/mobile numbers and email address).

The above details should be emailed to mcr@lemon-computing.com. Lemon will raise the initial issue with the manufacturer up-to and including the replacement whenever possible. However, direct customer-to-manufacturer contact is sometimes required.

Unless otherwise stated, the customer is responsible for all associated charges including collection and delivery.

If the customer has requested Lemon to carry out a warranty replacement on their behalf, Lemon may charge for any diagnostics requested by the manufacturer. In most cases this time will not exceed 30 minutes and the customer will not be required to pay for additional time unless with client approval.

If a customer wishes to carry out a warranty replacement directly with the manufacturer, please email mcr@lemon-computing.com with the make and model and he will provide the best contact details e.g. with no premium rate phone numbers where possible.

Customers should be aware that on-site visits for Lemon provided hardware that turn out to be at fault, is still chargeable under normal labour terms. Only in rare cases relating to D.O.A hardware will labour be refunded.

In all warranty issues, Lemon will endeavor to provide the most time and cost efficient replacement while keeping the customer up to date.

Lemon Computing's Returns Policy

1. **Goods are not sold on a trial basis.** Where a Customer is not satisfied with Goods and/or does not want them, the Goods can only be returned to the Company if fully re-saleable and subject to a restocking charge of 15% of the purchase price of the Goods or £20, whichever is greater. In the event of such returns, the Customer acknowledges that it shall be liable for all reasonable costs incurred by the Company in relation to carriage, postage, and packaging.
2. A RETURNS authorisation number must be obtained before any Goods can be returned to the Company; this number may be obtained by the Customer from the Company's customer service department.
3. All repairs, replacements or refunds will be processed following receipt and inspection by our Returns department. The Goods must also be packaged in all their original packaging so as to ensure safe transit and ease of identification, and must be returned in their entirety (including all disks, manuals and cables). The manufacturer's packaging must not be damaged or defaced. The Customer should attach a return address label (found on the reverse of the despatch note) to the outer brown cardboard box and the Company will arrange for it to be collected. The Company shall refuse Goods returned without a Returns authorisation number.
4. **The return of faulty Goods is subject strictly to individual manufacturers' "Dead Upon Arrival" policies ("DOA"). (Individual manufacturers' DOA policies may be obtained by the Customer by contacting the Company's customer service department.) Where a Customer notifies the Company of a defect in the Goods within the time provided for in the applicable manufacturer's DOA policy, which defect is subsequently verified by the Company's technical inspectors, the Company will replace the Goods or refund the monies paid by the Customer for the Goods.**
5. The Goods will be tested upon receipt. If no fault is found, the Goods will be returned to the Customer. If a fault is found and the applicable manufacturer's DOA period is exceeded, then the Goods will be repaired under the terms of the manufacturers warranty.
6. In the case where it is established that Goods are faulty or defective in line with the individual manufacturer's warranty, most warranty repairs will be carried out on a return-to-Company basis. All parts and labour charges will be waived but the Customer is responsible for ensuring that the Goods are returned to the Company in their original packaging, or if this is not available, in a stout carton with high density foam providing at least 150mm clearance surrounding the entire product so as to ensure safe transit and ease of identification. In some instances the manufacturer's warranty requires the Customer to contact the repair agent directly. If this is the case, the Customer will be so informed by the Company's customer service department.
7. **Under no circumstances** will the Company accept the return of an opened software package unless it is faulty. By breaking the seal, the Customer accepts the license between the Customer and the software manufacturer.
8. The Customer acknowledges that in all cases all Goods shall be returned to the Company using only a carrier approved by the Company and in cases where the Customer uses an unapproved carrier the Customer shall be liable for all costs losses damages or other charges incurred by the Company in relation to the use by the Customer of the unapproved carrier.
9. Risk in any Goods that the Customer is returning to the Company shall remain with the Customer until the Goods have been delivered to the Company's premises and accepted by the Company.