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Alpha International
Profit from our Performance



RMA Conditions

Unless agreed otherwise in writing, these RMA conditions apply to all offers, purchases, sales agreements and deliveries of all products and services marketed and/or provided by Alpha International B.V. The counter party of Alpha International is referred to hereinafter as "purchaser/client".

Also applicable are the general sales and delivery conditions of Alpha International B.V. filed with the Central Gelderland Chamber of Commerce under no. 09085944. A copy of these conditions will be sent free of charge to the customer on request or is available at www.alpha-international.eu. In the event of any contradiction between any provision in these RMA conditions and the general sales and delivery conditions, the latter will prevail. Such a contradiction does not affect the validity of the other provisions in these RMA conditions.

These RMA conditions contain an RMA procedure for defective products (I), erroneous orders and incorrect deliveries (II).

I. RMA procedure defective products

General

1.1 Some product manufacturers allow the purchaser or end user to contact the manufacturer directly regarding the warranty of a defective product. This is usually the simplest and fastest way to receive an exchange/credit. The Alpha International website provides the purchaser with an up-to-date overview of the manufacturers which offer such a service.

1.1.1 If an end customer has defective products from Kyocera he or she must contact Kyocera directly. Alpha International B.V. does not accept returns of these products. Please click [here](#) for Kyocera contact information.

1.2 Alpha International adheres to the manufacturer's warranty period for the delivered products.

1.3 The purchaser may not be apply to the warranty provisions if:

- a) the purchaser has neglected the products;
- b) the purchaser has made changes to the products or had changes made, including repairs which were not performed by or on behalf of Alpha International/manufacturer;

c) the purchaser has handled the products without due care.

Procedure

1.4 To return defective products an RMA number should always be requested using the online service form on the Alpha International website.

1.5 The following details should always accompany a RMA request:

- product number
- invoice number/consignment note number
- clear description of complaint

1.6 Once an RMA number has been assigned by Alpha International the defective product(s) may be returned. The RMA number should be clearly visible on the outside of the transport packaging.

1.7 After authorisation by Alpha International according to the above provisions, defective products should be returned within five working days to:

Alpha International B.V.
Bijsterhuizen 25-01
6604 LM WIJCHEN
The Netherlands

1.8 The purchaser is responsible for the costs of returning the product(s) to Alpha International. Consignments received without paid postage will not be accepted. The purchaser is personally responsible for damage and/or loss during transport to Alpha International.

1.9 After receipt of the defective products, Alpha International will inspect them according to the guidelines of the relevant manufacturer. If the inspection shows that the products do not comply with these guidelines, Alpha International reserves the right to destroy the products and no credit note will follow. The purchaser will receive due written notification after which the products will be destroyed within two working days. Returns will be rejected in the following cases:

- The returned product has been fully used.
- The warranty date of the returned product has expired.
- The returned product has not been used.
- The returned product is not original.

1.10 Defective products, accepted by Alpha International, will be credited subject to an inspection by the manufacturer. If the manufacturer still rejects a product, Alpha International reserves the right to correct the credit note by means of a debit note.

II. RMA procedure erroneous order and incorrect delivery

Non-defective products may only be returned by the purchaser with due observance of the following conditions.

2.1 An RMA request should be submitted within three days of receipt of the products (in case of an incorrect order/delivery) or within three months of invoice date (in case of a stock rotation request) by using the online service form.

2.2 The products to be returned must be marketable and sellable as new, in undamaged packing, unopened and with no broken seals. Products ordered, combined or modified at the request of the purchaser may never be returned (except in case of incorrect deliveries by Alpha International).

2.3 Failure to comply with the conditions described under 2.2 will result in the products being returned at the cost of the purchaser without further processing.

2.4 The RMA number should be clearly visible on the outside of the transport packaging.

2.5 After authorisation by Alpha International in accordance with the above provisions, incorrectly ordered products/stock rotations should be sent within five working days to:

Alpha International B.V.
Bijsterhuizen 25-01
6604 LM WIJCHEN
The Netherlands

2.6 Products for which an RMA number is provided on the basis of an incorrect delivery by Alpha International will be collected by Alpha International's transport company. Products returned to Alpha International without an RMA number will be refused as will consignments sent with unpaid postage.

2.7 After receipt and inspection of the products, a credit note will follow within fourteen working days.

2.8 In case of incorrect orders/stock rotation requests, a minimum of 10% restock costs will be charged. The percentage of the restock costs will be determined by Alpha International and may vary according to the RMA request.

III. No exchange

If your RMA request is approved, Alpha International will always credit the accepted products with money. Alpha International will never exchange the returned product; you will therefore not automatically receive a new product. If you wish to receive a new product, you will have to submit a new order.