

## Returns & Repairs – Terms & Conditions

### 1. Packaging & Return Requirements

- All returned items must be securely packaged to prevent damage during transit.
- Packages must be clearly marked with the sender's information and should include this completed return/repair report.
- Returns must be sent to: **CME, 242 Lochner Road, Celtisdal, Centurion**

### 2. Returns Eligibility (Within 14 Days)

- Clients may return incorrect, damaged upon delivery, or faulty-out-of-box items within **14 calendar days** of delivery or collection.
- This excludes returns due to user negligence or damage due to incorrect use.

### 3. Out-of-Warranty Repairs

- A **fixed inspection fee** applies to all out-of-warranty repair cases, regardless of whether the unit is repairable.
- Additional **shipping and administrative fees** may apply, depending on the nature of the repair and shipment requirements. These charges will be communicated and must be approved by the customer before proceeding.

### 4. Warranty Swap-Outs & Supplier Assessment

- If a product under warranty is temporarily replaced and later found to be damaged due to customer misuse or fault, the customer will be **liable for the cost** of the replacement unit.
- If a repair is initiated under warranty due to a claimed fault, and the supplier confirms there is no defect, the customer will bear the **associated shipping costs**.

### 5. Storage Duration of Repaired Units

- Repaired/irreparable units will be stored at CME for a maximum of **60 days** from completion.
- After this period, CME reserves the right to dispose of or resell the item. Uncollected units become the **property of CME** and no further claims can be made.

By signing below, I acknowledge that I have read, understood, and agree to the terms and conditions stated above.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# REPAIR REPORT

<b>CLIENT DETAILS</b>	
Date Received:	Company:
Contact Person:	Contact Number:
Email Address:	
Model Name:	Serial Number:
Fault Description:	

## **OFFICE USE ONLY**

<b>REPAIR JOB DETAILS</b>			
CME RMA Number:			
RAM		Box	
HDD		Cables	
PSU		CPU	

<b>TESTING AND REPAIR CONCLUSION</b>	
Date Tested:	Technician:
Description:	

Video Taken	
No Fault Found	
Repaired	
To Send Overseas for Repair	
Supplier RMA Number:	