

RoW restocking policy

(Excluding the Americas)

1. Prior authorisation must be received in order to return any merchandise.
2. Return Material Authorisation (RMA) requests must be submitted within 30 days from date of manufacturer's original invoice.
3. Flexeserve, a brand of The Alan Nuttall Partnership Ltd, reserves the right to refuse any returned goods that do not have prior approval and therefore do not bear a Return Material Authorisation (RMA) number.
4. Flexeserve reserves the right to refuse or may apply a fee beyond the standard restocking fee on equipment returned without prior authorisation.
5. Approved returned goods will be returned by prepaid freight. Goods returned with unpaid freight charges will be refused and the sender will be responsible for any outstanding shipping charges.
6. Goods must be returned either in the original Flexeserve unopened box or returned unused and repacked in the original Flexeserve packaging, using original Flexeserve packing materials.
7. Credit will be issued for returned product(s), less the total restocking charge(s).
8. Returns are subject to a 30% restocking charge.
9. Flexeserve reserves the right to refuse or charge a 45% restocking fee on equipment returned without prior authorisation.
10. All authorised returns will be acknowledged and paid via original payment method or credited to an active account.
11. Repair or refurbishment, if necessary, will be an additional charge and will be deducted from any credit that may be due.
12. Items not stocked by the manufacturer or custom configurations do not qualify for return.
13. Any special conditions that are authorised for return may be subject to a fee beyond the standard restocking fee.
14. Returns must be received at the assigned return address within thirty (30) days from authorisation date. Goods returned after this period may be refused at the sole discretion of Flexeserve.
15. Custom options and accessories are considered non-refundable, non-returnable items.