

CD Team - Product Returns Procedure FAQ

If you would like to return a product or you have a question that is not covered below please call **01491 63 63 73** and speak to one of our technical specialists or email **technical@cdteam.co.uk**

What is the returns procedure?

Prior to any product being returned for investigation/repair please contact a CD Team technical support specialist so the problem can be diagnosed. During the diagnosis the technical support specialist will endeavour to resolve the problem via telephone and email and get your product back up and running as soon as possible. If this is not possible the technical support specialist will issue a returns number and authorise the return of the product.

In the event of a product being returned without an authorised returns number our logistics team will put it in quarantine and inform technical support. A technical support specialist will then endeavour to contact the user to begin the returns procedure. Unfortunately, these additional steps will cause an unnecessary delay.

Do I need to retain the original packaging?

Yes, if your equipment needs to be returned to CD Team for repair it must be returned in the manufacturer's original packaging. If the original packaging has not been retained the system operator should always contact CD Team technical support prior to shipping to discuss a suitable alternative way of packaging and returning the goods. The manufacturer's warranty and your service & support agreement do not cover the repair of equipment damaged in transit.

How long will the investigation/repair take?

CD Team technical support will always endeavour to carry out investigations and repairs as quickly as possible. The time taken from receipt of the product with an authorised returns number to shipment will depend on the service and support agreement.

- **Enhanced Service & Support Agreement, first 3 months = 3 Working Days.**
- **Enhanced Service & Support Agreement = 5 Working Days.**
- **Extended Service & Support Agreement = 5 Working Day.**
- **No service & support agreement = 15 Working Days*.**
- **Premier On-Site Service & Support Agreement - A site visit will be arranged or a temporary replacement component will be shipped to arrive the next working day.**
- **Premier Failsafe Service & Support Agreement - A temporary replacement product will be shipped to arrive the next working day.**

Do I need to retain the original packaging?

For products not covered by a Premier On-Site, Premier Failsafe or Enhanced/Extended Back to Base Service & Support Agreement investigations, repairs and maintenance carried out at CD Team will be charged on an individual basis as follows: £75 (covers diagnosis and first half hour) + £75 per hour thereafter + parts + shipping.

*technical support will endeavour to arrange out of warranty repairs as soon as possible, however they can not guarantee timescales and systems covered by service and support agreements will take priority.