



## Peats Wholesale Limited

14/15 Westlink Industrial Estate, Kylemore Road, Dublin 10.

Tel: (00 353) 1 626 4662.

Email: [returns@peatswholesale.ie](mailto:returns@peatswholesale.ie)

Fax: (00 353) 1 626 2329

Web: [www.peatswholesale.ie](http://www.peatswholesale.ie)

### Faulty Goods Returns Procedures

Before any faulty goods are returned an RMA number must be issued by our returns department. To obtain a returns number our RMA form must be completed for all items being returned and faxed or emailed back to us after which an authorisation number will be issued.

The RMA form can be obtained by emailing [returns@peatswholesale.ie](mailto:returns@peatswholesale.ie) or downloading it from our website [www.peatswholesale.ie](http://www.peatswholesale.ie) by clicking on **Contacts icon button** or by calling the above number and asking for the returns department.

- All requests for RMA numbers will be dealt with within 24 hours.
  - Faulty goods returned without an appropriate RMA number will be returned to the retailer.
  - Once an RMA number has been issued, the retailer should then return the faulty goods accompanied with an unchanged copy of the completed RMA form.
  - Any accessories supplied with Tom Tom or Fuji products must be returned with the faulty item.
  - A clear description of the fault must be supplied, FAULTY will not do.
  - All faulty hardware items must be returned with an end user receipt. If an item is received without a receipt, a request will be made to the retailer for one. If no receipt is received within 7 days, the item will be returned to the retailer.
  - All goods returned will be credited or repaired at the manufacturer's discretion. Any items found to have no fault found will be returned to the retailer.
  - Items found to have a non manufacturing fault will have a quote provided for the repair of same and this will be sent to the retailer for a decision on whether to proceed with the repair or not . We will return any goods after 14 days if no repair response is received.
  - No credit will be issued in either case.

**The following brand exceptions apply. Please refer to their procedures below.**

- Fuji
- Tom Tom
- Creative
- Verbatim

Failure to follow the procedures for these brands could lead to additional delays.

**We DO NOT operate a sale or return procedure.** However, assistance may be offered in exceptional circumstances, with the prior agreement of the company.

A restocking charge will apply.

**It is the retailer's responsibility to ensure the return of all products.  
Sales reps will not be in a position to accept returns unless they have gone through the RMA procedure.**

Your camera is not operating correctly?

You should firstly refer to Camera Returns check list which illustrates a wide-range of camera faults and tips. If you could please attempt to identify fault i.e. Battery, Card or Charger issue, plus check camera for any signs of impact damage. This will help speed up return process, furthermore may eliminate camera having to be returned. Secondly, if camera needs to be returned please follow the instructions below and note.

**Turnaround time on digital cameras is approx 3 - 4 weeks once received by FUJI, which is also subject to parts availability and estimate reply.**

Replacement/Credit is subject to inspection by FUJIFILM and should be returned box completed;

### **To send a camera for repair**

1. Keep a note of the camera model and its serial number as it may be required later to track your repair.
2. Print and complete our repair form to return with your camera. This will give us all the information needed to process your repair as quickly as possible.
3. If it is a warranty repair, please include a copy of your proof of purchase (receipt, stamped and dated warranty card or credit card statement) **Warranty does not cover accident, misuse, neglect or normal wear and tear.**
4. We recommend that you only send accessories related to the fault/repair, as we take no responsibility for other accessories sent with camera. Fuji film will not be liable for lost data.
5. Ensure that the product is well packed to protect it during transit. Use a secure method of transit that is traceable (e.g. registered post) and send to:

**Camera Repairs, Fuji Film Ireland, 78 Lagan Road, Dublin Industrial Estate, Dublin 11.**

For Technical queries

**Ph: 01 8820200 and ask for the Digital Help Desk**

**Email: [fujitec@fuji.co.uk](mailto:fujitec@fuji.co.uk)**

### **Once received**

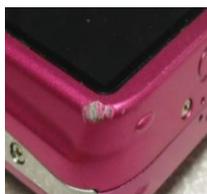
Your camera will be recorded on to our service system. An E-mail acknowledgement of receipt will be issued including a repair reference number; this number will be essential to check on the status of the repair.

If you are making a claim under FUJIFILM warranty we will inspect the accompanying documents to ensure they comply with our terms. If it is evident at that stage that the equipment and/or its documents do not meet with our warranty terms we will advise you of the repair cost by estimate. Acceptance of a claim under warranty is always subject to examination.

For chargeable repairs an estimate will be sent, if requested, before any work is carried out.

# FUJIFILM

## Camera Returns Checklist



**CASING**



**LENS**



**SCREEN**



**PORT**

**It is important that any damage is noted and the Customer made aware the following may effect their warranty**

- Check casing and 4 corners for impact/paint damage
- Check if battery / card door is broken
- Check Zoom for sand / grit / liquid contamination
- AA batteries – check for corrosion
- Zoom Error / Lens stuck out
- Cracked / Damaged Screen
- Check USB port for damage

**Some issues may not require the camera to be returned**

**No power:** Check battery is inserted correctly

Check charger i.e. light comes on

AA Batteries: Should be 2000mAh + rechargeable batteries or high power Alkaline's

Note: Battery should be charged with charger supplied and not by USB from computer

**“Frame No. Full”:** Frame number can be reset in set up menu on camera ( see manual)

**Camera locks up:** Often due to a file on the card and not the camera itself, the camera should be tested with another card to confirm. It can be resolved by transferring files to computer or disc and formatting the card (see manual)

**Should you have any queries whilst going through the checklist please call Trevor in Peats Wholesale @ 01-6264662**

## **TomTom support and returns procedures**

For units that are faulty within 28 days of purchase by the consumer please call TomTom Support to verify the fault. If a genuine fault is found and verified then exchange the unit with store stock and send the faulty unit back to Peat Wholesale with a copy of the receipt and complete packaging / accessories for credit or replacement

### Returns procedure - faulty goods under guarantee outside 28 days from sale to consumer

For units that are faulty outside 28 days of purchase by the consumer please call TomTom Support to verify the fault. If a genuine fault is found and verified then Tom Tom will follow up with details about collecting the unit and accessories. Please encourage customers to back up their devices before sending back. Once received by TomTom it then takes Approx 5 - 10 working days for return of the unit. Returns can also be arranged through the TomTom web site

<http://uk.support.tomtom.com/app/home>

Dealer and Consumer help lines operate Monday to Friday 9am to 5pm

**Dealer helpline** (for retailers only - no consumer calls accepted) 1890 812009

**Consumer helpline** 1890 812008

## **Creative support and returns procedures**

For all faulty products, resetting advice, firmware upgrades, to download software and Bluetooth sync and all troubleshooting advice, please refer to the Creative website on [www.support.creative.com](http://www.support.creative.com)

Please also check the returns checklist

- Check casing and 4 corners for impact/paint damage
- Cracked or damaged screen
- Check USB port for damage

## **Verbatim support**

For a step by step support procedure, please use the link below and choose the relevant product

[www.verbatim-europe.co.uk/en\\_1/support.html](http://www.verbatim-europe.co.uk/en_1/support.html)

**Should you have any difficulties with any of these procedures, please contact**

[returns@peatswholesale.ie](mailto:returns@peatswholesale.ie)

OR

[accounts@peatswholesale.ie](mailto:accounts@peatswholesale.ie) -- **Adrienne Laurie Peter**

