

Eurosim Limited  
Parklands, Block P1 Units 9-10,  
Heywood Distribution Park,  
Pilsworth Road, Heywood,  
OL10 2TT United Kingdom.

T. +44 (0) 1706 360000  
F. +44 (0) 1706 620000  
[www.eurosim.com](http://www.eurosim.com)  
[info@eurosim.com](mailto:info@eurosim.com)



## **EUROSIMM LIMITED TERMS AND CONDITIONS OF RETURNS**

### **1. Defective/faulty goods**

In the case of any Hewlett Packard defective or faulty goods in the first instance you must call HP who will be able to help you diagnose the problem and possibly solve it without the need to return. If a return is necessary then you must enclose a test report and/or an accurate Customer description along with the HP call reference number. In the case of any other manufacturer please email [returns@eurosim.com](mailto:returns@eurosim.com) for advice. A fault description of 'it does not work,' 'faulty' or 'DOA' is not sufficient. The goods must be returned in their original packaging otherwise there will be a minimum 15% re-stocking fee. If goods returned are found to have no faults then there will be a minimum re-stocking fee of 25%. The percentage of re-stocking fee will depend on, amongst other things the amount of labour involved and the condition of the packaging and contents.

Eurosim Limited have the right to reject goods returned that are not in original condition. Should we accept such goods then we reserve the right to charge a re-stocking/handling fee.

When returning any goods it is essential that the manufacturer boxes are protected using an outer cover. The Customer must not write on or attach any labels to the packaging itself. The RMA number should be clearly visible on a label on the outer covering.

Please be aware that only hardware faults are covered under warranty, software faults are not covered.

### **2. Incorrect delivery**

Goods delivered which do not correspond to your order must be reported within 48 hours of receipt to our returns department either by email [returns@eurosim.com](mailto:returns@eurosim.com) or by telephone +44 (0)1706 695403. If delivered goods do not correspond to the delivery note, either too many, too little or the incorrect goods delivered then this must be reported to our returns department within 48 hours of receipt in order for us to rectify the problem as quickly as possible. If goods are delivered to the incorrect address and the correct address has been advised on your purchase order then please notify us as soon as possible in order for us to rectify the problem. Any incorrect deliveries notified after 30 days will not usually be considered. Any incorrect deliveries made due to an error by Eurosim Limited will be collected at Eurosim Limited own expense.

### **3. Incorrect order**

If goods are ordered in error, either too many ordered, your order cancelled by your Customer or wrong item ordered then a return will be considered subject to the item being in the condition in which it was received. A minimum of 15% re-stocking fee will be charged on incorrect orders. Incorrect orders which have been opened will be considered in certain circumstances but will be subject to a higher re-stocking fee. In the case of an incorrect order over 30 days a return will not usually be considered.

In the case of goods which have been specially ordered a return is not usually considered. However please contact [returns@eurosim.com](mailto:returns@eurosim.com) who will review each case and may be able to offer a return subject to a higher re-stocking fee.

Eurosim Limited  
Parklands, Block P1 Units 9-10,  
Heywood Distribution Park,  
Pilsworth Road, Heywood,  
OL10 2TT United Kingdom.

T. +44 (0) 1706 360000  
F. +44 (0) 1706 620000  
[www.eurosim.com](http://www.eurosim.com)  
[info@eurosim.com](mailto:info@eurosim.com)



#### 4. Cancellation

If you receive an order which you have already cancelled in writing and received confirmation back from our sales team. Please inform us within 48 hours of receipt and we will arrange to collect.

#### 5. Transport Damage

Ensure that the damage is noted on the drivers' paperwork and also ensure that the driver is aware of the damage. Email a photograph of the damaged item(s) to [returns@eurosim.com](mailto:returns@eurosim.com) and either email or telephone to report transit damage within 24 hours of receipt. Transit damage claims will not be accepted if the delivery has not been signed for as damaged.

Please note: return requests will not be accepted from Customers whose accounts have been suspended.

