

# Returns

## Acer

Warranty is held with Acer, contact them on 0871 760 1000

## AMD

Warranty for retail CPU is 1 year Return to RD-UK

## AOC

3 Year on-site swap. UK Service Hotline – 0808 234 3510

## APC

Warranty is held with APC direct, contact them on 0800 279 9254 from day of purchase

## Asrock

There is a 1 year warranty on all ASROCK motherboards, please send any faulty good to RDUK and we will repair/replace within 7 to 10 working days, for products that are not repairable or EOL (Where the supplier has no replacement) we will replace with the current available model.

## Asus

Returns is direct to Asus, contact them on 0870 120 8340

## Belkin

Direct with Belkin

## Buffalo

Buffalo is 12 months Return to RDUK

## D-Link

Home product Support (Wireless/Broadband) – 0871 873 3000

Business Class Products (Mgt Switches, Smart Switches, Firewalls) – 0871 873 0909

For Resellers – 0871 873 0909

For RMA enquiries – 0871 873 3000 option 3

Business class products are to go directly to D-Link as they offer a next day swap out policy. Any products on the warranty tab that offer a next day business day service will NOT be accepted via distribution as an RMA unless they pre-authorise it. Contact 0871 873 0909 to speak to UK based technical helpdesk.

## Edge 10

3 year on-site swap – 0208 208 7281

## Enlight

Warranty is 12 months; goods are back to RDUK. If the PSU is faulty just return it without the case.

## Epson

For each PR-EPSON code the warranty is direct with Epson. Phone direct on 0870 163 7766

## Freecom

12 months with RDUK

## Fujitsu

Warranty is direct with Fujitsu, contact them on 0870 243 4394

## Gigabyte

Gigabyte is 3 years and 1 year RTB followed by 2 year return to Gigabyte. Please note Gigabyte have a UK RMA department and now offer a speed service enabling the customers to return directly for up to 3 years from purchasing. If you would like to use direct RMA service please email [returns@gbt-tech.co.uk](mailto:returns@gbt-tech.co.uk) or call 01908 322878. If returning directly to RDUK please ensure when sending motherboard's back you only send the board back and not any extra components

## HannsG

Warranty is held direct with HannsG. Please call Repair Rech on 0871 855 2425/0871 855 2424 or email [www.hannsg@repairtech.co.uk](mailto:www.hannsg@repairtech.co.uk)

HannsG monitor – 3 year onsite swap in 24/48 hours.

Hanspree TV – 2 year pick up, repair and return in 1 to 2 weeks.

## HKC

Warranty is direct with HKC

## HP

Warranty is held direct with HP, please contact them on 0870842 2339.

## Intel

Warranty for retail CPUs is 3 year Return to RDUK for replacements.

## Kaspersky Lab

Kaspersky Software is sold on a non returnable basis; any problems will be dealt with by Kaspersky Directly. Please contact them on +44 0871 789 1635 or [support@kaspersky.co.uk](mailto:support@kaspersky.co.uk)

## Kingston

Kingston has a 12 month warranty return to RDUK

## Logitech

3 years return to RDUK

## Maxtor

1 year RTB

## Microsoft

No stock is returnable to RDUK unless it is unopened and reported within 3 days of shipping

Microsoft Open Licenses are returnable for credit up to 10 days after they are issued.

Microsoft Retail Software Product is sold on a non returnable basis

## Netgear

Warranties range from 1 year RTB for replacements up to 5 years from certain products. The warranty is held with Netgear Direct, please call 0844 875 4000

### Product Category

Prosafe switches

Prosafe modules

Prosafe Firewalls and Wireless

Prosafe Antennas and Print Servers

ReadyNAS

Home Broadband and routers

Home Wireless Access Points, Print Servers, Power Line and Storage Central

Digital Media Players and Skype Phones

Network Cards and adapters

Home Desktop Switches

### Warranty Terms

Lifetime (External PSU's are covered for 2 years, internal PSU's are covered for lifetime)

5 years

Lifetime (External PSU's are covered for 2 years, internal PSU's are covered for lifetime)

2 years

5 years

2 years

2 years

1 year

2 years

3 years

## Samsung

1 year Return to Samsung – Call 0330 726 7864

## Seagate

Hard drives have a 1 year warranty Return to RD-UK. For hard drive for notebooks warranty is Direct please call 01932 455267

## Shuttle

Shuttle accessories are 1 year return to RD-UK

Shuttles are Direct with Shuttle as per the included warranty manual, please contact 0870 248 9627

## Symantec

Symantec Software is sold on a non returnable basis; any problems will be dealt with by Symantec directly. Go to

[http://www.symantec.com/norton/support/selectproduct\\_ts.jsp](http://www.symantec.com/norton/support/selectproduct_ts.jsp) for further information.

## Targus

1 year warranty Return to RD-UK.

**Trust**

Warranty is 1 year return to RD-UK

**Toshiba**

Warranty is direct with Toshiba, contact Toshiba on 0844 847 8944

**Western Digital**

Return to RD-UK.

**XFx**

We sell XFX graphics cards with a 1 year Return to RD-UK