

What is TIS Returns policy?

We strive to ensure that every product that you (The Retailer) purchase from TIS provides your end-user with a top quality product that they can enjoy without interruption. However should a product fail or become faulty then TIS provides the best Returns procedure to you in Ireland and the UK. Everyone is aware that in dealing in the technology & AV trade that a certain % of products will become faulty at some stage and this % is lower or higher dependant on the brand concerned. Tier 1 brands have a low % failure rate whereas Tier 2 brands have a higher % failure, this is primarily because Tier 2 brands are substantially cheaper than Tier 1 brands and consequently those savings lead to a higher % failure rate. We understand that having any product returned to you by an End-user is not an ideal situation and we want to make sure that the process of taking care of this situation is as painless as possible for all parties concerned.

The first step in this process is to ensure that the product has in fact a manufacturer's fault, so all faults have to be verified by you the retailer and this fault needs to be noted down as we will require it as part of the returns process, the more detail that is provided here, the better. TIS will not accept any products back for RMA that have obvious signs of end-user damage. TIS provide, for all brands that we distribute, a brand new replacement service for all faulty products that fail within 28 days (DOA) of your end-users Proof of Purchase (POP). After this initial 28 day period each brand that we distribute have a separate RMA process for Warranty Repair (WR) and each of these is detailed below.

The following are definitions of relevant terms that are used here.

End User's Proof of Purchase (POP) is typically a receipt generated by an electronic till or a POS computer system. The POP has to clearly show, the retailers full trading name, the date that the transaction took place and a description of the product sold.

Dead On Arrival (DOA) is defined as a product that does not work on first use out of the box with an End-User. DOA is also covered where products fail within a short period after first use i.e. within a couple of days of first turning on. TIS understand that products can be purchased by end-users as gift items and therefore may not be used or opened for a period after the POP date. Therefore we will consider any product that has failed within 28 days of the Retailers POP date as being a DOA once the product does not show any signs of excessive use during this 28 day period and the TIS invoice that the product was originally purchased on is dated within 9 months of the POP date. As described already, the retailer has to verify the fault that the end-user has reported and also detail this fault on TIS' online RMA system. Once TIS has received the relevant product back and the fault has been verified then DOA's are replaced by TIS with a brand new replacement product within 3-5 days of receipt of the faulty unit. TIS reserve the right to replace a DOA product with a product of a higher specification and from a comparative manufacturer. If the Product received on a DOA request is not complete (ie. It's missing a charger, cables, remote etc.) then the customer will only receive back brand new replacement units for what they sent in originally.

Warranty Repair (WR) is defined as a product that fails to work during the warranty period that is covered by the brand manufacturer, this is typically 12 months but some manufacturers offer longer periods and this is detailed below for each manufacturer.

Returns Material Authorisation (RMA) is defined as an authorisation provided by TIS to return faulty product to us. The RMA will be identified by a unique number that is specific to the product that you have requested to return as faulty.

TIS Returns Procedure

Processing your RMA If you want to return a product that you have verified as faulty to TIS then you have to request a Return Material Authorisation (RMA) No. from our online website. This is a very simple and straight forward process and requires you to process some information for us so that we can handle your RMA request for you as efficiently as possible. You will need the reference number from the invoice on which you bought the product from us. You may also use the search facility on the system to find this Invoice Ref. No. and you may process multiple RMA's at the same time. You will also need information like the serial no. of the unit and a detailed fault report. You can also add in details like your own unique reference No. that will help you track your RMA from your own records. (See Fig 1 below for a full overview of the system).

Managing Director: Fred Sorensen

Total Import Solutions is a registered business name of Monatara Limited

Registered Office: Montara House, Ballycurreen Ind. Est., Ballycurreen Road, Cork

Registered in the Rep. of Ireland 319755 VAT No. IE6339755A

Logistics & Packaging: All RMA requests received by TIS will be treated either as a Dead on Arrival (DOA) or as a warranty repair (WR) within the manufacturer's warranty period. All RMA Requests must be submitted with your end User's Proof of Purchase (POP), any RMA requests received without a POP will be declined immediately. Once you have processed your RMA request with TIS on our website you will receive from us an email confirming that we have received your RMA request and that it is being processed (see Figure 2 below). Once we have processed your RMA request and the information in it is valid then you will receive another email from us with your RMA no. together with simple instructions that include the packaging of the faulty product and also where to display the RMA No. on the package (See Fig 3 & 4 below). You may process multiple RMA's at the same time but you will receive a separate RMA No. for each individual product, please ensure that this RMA no. is attached to each product as products received back to TIS with incorrect or invalid RMA No.'s will immediately be sent back to you.

As soon as you receive the RMA No. from us we will book and pay for a courier to call to your premises the following day to collect the package(s) on your RMA request. Please ensure that everything is ready for collection for the courier. If the goods are not ready for collection when the courier calls then TIS will receive a report from our courier detailing this and the collection request automatically cancels, the onus is then on you to send the goods back to us at your own expense. Please note that RMA No.'s are valid for 7 days from date of issue and if TIS do not receive the goods back before these 7 days then the RMA becomes void and you will have to go through the procedure again to apply for a new RMA No.

Receipt, Fault Verification & Resolution: TIS will receive the goods back from you the day after the courier collects from your premises. We receive the goods in to our RMA centre and we scan the details from the RMA label on to our system. Our technicians check off all the parts received back and log these on to our RMA system, they also verify details like serial no.'s and part codes at this stage. Our technician's will then verify the fault as described by you with the product. Please note that this is required by all manufacturers. Once the fault has been verified the RMA can be completed and closed off. You will then receive back a new replacement unit where the RMA is for a DOA or the unit will be repaired or replaced where the RMA was for a WR. We endeavour to turn around RMA's within 48-72 hours of receipt in to our RMA Centre.

If a product returned to us has obvious signs of user damage or if we cannot verify the fault as described or if there is no fault found with the product then it will be returned immediately to you. If a product returned to us does not match the details on the RMA No. that it was returned on then this will be returned to you. Please do not return faulty products to us without an RMA No. as these will be returned to you.

TIS Offer 28 Day DOA on all brands supplied including the following:

ACER	ARCHOS	CANON	FUJITSU	LG	PHILIPS	TECNOWARE
AKAI	ASUS	DGTEC	HP	OEM	SAMSUNG	TOSHIBA
AOC	BOSCH	DYNAMODE	LENOVO	PACKARD BELL	TECHAIR	VERBATIM

TIS offer a warranty repair service on the following brands:

CANON (Printers Only), DEFENX , DYNAMODE , TECNOWARE, TECHAIR, VERBATIM

The Following Brands operate their own warranty repair service, please see contact numbers below:

CANON (Digital Camera's) 1890-200-563	HP 01-4118932 / 1890-946-500
TOSHIBA TV 01-2467780	LENOVO 1890-928-860
TOSHIBA LAPTOP 1890-314-314	LG 01-6869454
FUJITSU 1890-927-272	PHILIPS 01-6011161
ACER / PACKARD BELL 0818-202-210/211	SAMSUNG 0808-717-100
AOC 1800-949-697	SHARP 01-6205611
ASUS 1890-719-918	SONY 01-4073040
BLUE DIAMOND (UMC Repair Centre) 0044-8712-000-463	DGTEC 1800-812-712 / 01-6205618
BOSCH 0044-8448-929-021	DELL 01-2044014

Please email RMA@totalimports.ie for the warranty repair lines for any other brands purchased from us.

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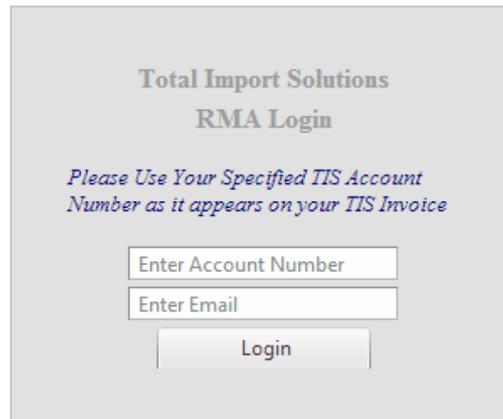
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Online RMA Request Procedure

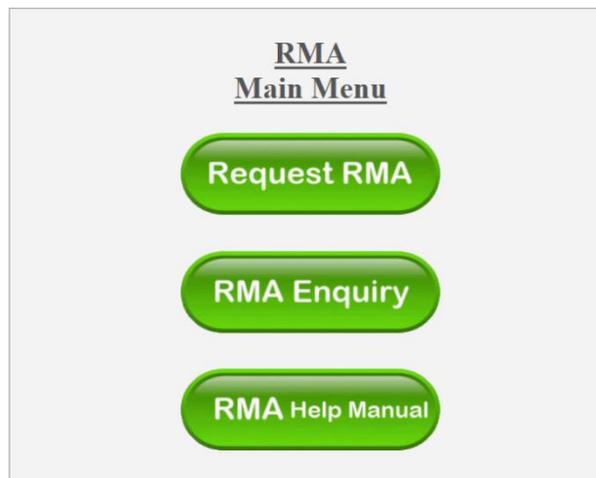
To Access the online logging facility please select Submit RMA Request under the Service Menu @ www.TotalImports.ie



The screenshot shows a login form titled "Total Import Solutions RMA Login". Below the title, it says "Please Use Your Specified TIS Account Number as it appears on your TIS Invoice". There are two input fields: "Enter Account Number" and "Enter Email". Below these fields is a "Login" button.

To Log in Please Use you TIS Account Number/Reference and your email address

Please Note If you cannot log in using your email address it may not be registered against your account, please send an email request to rma@totalimports.ie with your Account Number/Reference to register a new email to access this facility



The screenshot shows the "RMA Main Menu" with three green buttons: "Request RMA", "RMA Enquiry", and "RMA Help Manual".

You have the option to select a new RMA Request or View Existing RMA's using RMA Enquiry

To Create a new RMA Request Click Request RMA

The first step is to in put the address of where you want the faulty unit to be collected from, as follows:

RMA Collection Details Page (Used to arrange Courier Collection)

RMA Shipping and Contact Details

Please Select Return Type Select Return Type ▼

<p style="text-align: center;">Contact Details</p> <p>First Name <input type="text" value="Joe"/></p> <p>Last Name <input type="text" value="Bloggs"/></p> <p>Email <input type="text" value="Joe@mail.com"/></p> <p>Phone Number <input type="text" value="0055788945"/></p> <p>Company Name <input type="text" value="Joe Bloggs Ltd"/></p>	<p style="text-align: center;">Collection Address</p> <p>Address Line 1 <input type="text"/></p> <p>Address Line 2 <input type="text"/></p> <p>Area/Townland <input type="text"/></p> <p>County <input type="text"/></p> <p>PostCode <input type="text"/></p> <p>IRE ▼</p>
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1. Please Ensure all the Contact and Collection Details are filled in correctly for Courier Collection
2. Please Click Submit once you have verified the Contact and Address Detail

This will then lead you on to the following page:

RMA Request Page



Contact & Collection Details			
Contact Details		Collection Address	
First Name	<input type="text" value="Jim"/>	<input type="text" value="45B"/>	
Last Name	<input type="text" value="Smith"/>	<input type="text" value="Smith Lane"/>	
Email	<input type="text" value="Chris@totalimports.ie"/>	<input type="text" value="Wexford"/>	
Phone Number	<input type="text" value="021 4346486"/>	<input type="text" value="Wexford"/>	
Company Name	<input type="text" value="Jim Ltd"/>	<input type="text" value="PostCode"/>	
		<input type="text" value="IRE"/>	

Add New RMA Request

Current UnSubmitted RMA Queue

1. Click on the Button to **Add New RMA Request**

This will then lead you on to the following page, this is where you need your Invoice Reference No.

Invoice Search Page



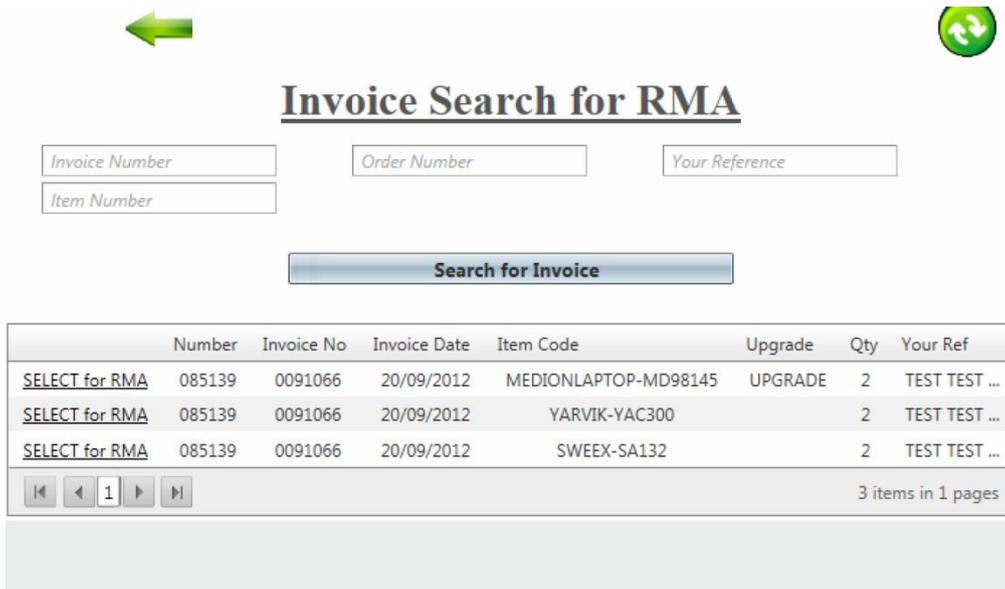
Invoice Search for RMA

<input type="text" value="Invoice Number"/>	<input type="text" value="Order Number"/>	<input type="text" value="Your Reference"/>
<input type="text" value="Item Number"/>		

Search for Invoice

No Items Currently Added for RMA Queue !

1. You can narrow down your search by entering in the Invoice No./Order No./ Your Reference or by TIS Item Number.
2. Click on Search for Invoice to Start the Search for the Return Product or Products.
3. Once you have located the correct Product and Invoice in which your product was purchased (It is important to select the correct invoice along with your product as the RMA is processed using this information.)
4. Click on **SELECT for RMA** to add to RMA Queue



Invoice Search for RMA

Search for Invoice

	Number	Invoice No	Invoice Date	Item Code	Upgrade	Qty	Your Ref
SELECT for RMA	085139	0091066	20/09/2012	MEDIONLAPTOP-MD98145	UPGRADE	2	TEST TEST ...
SELECT for RMA	085139	0091066	20/09/2012	YARVIK-YAC300		2	TEST TEST ...
SELECT for RMA	085139	0091066	20/09/2012	SWEEX-SA132		2	TEST TEST ...

3 items in 1 pages

This will then lead you on to the following page:

RMA Entry Form

Please Enter Required RMA Details

ItemCode	Invoice Date	Invoice Number
<input type="text" value="SWEEEX-SA132"/>	<input type="text" value="20/09/2012"/>	<input type="text" value="0091066"/>
RMA Qty	<input type="text" value="1"/>	<i>* Please Select 1 Unit unless multiple products share the same fault and do not require seperate serial number or Proof Of Purchase</i>
Serial Number	<input type="checkbox"/> No Serial <input type="text" value="Abc 779904"/>	<i>* Please Provide a Serial Number when a product has a serial number (Failure to provide a Serial or incorrect Serial will Cause the RMA to be Rejected)</i>
Manufacturer Auth #	<input type="text"/>	
Date of Sale to End User	<input type="text" value="06/06/2013"/>	
Proof Of Purchase	● 24e4c90b-d.pdf ✕ Remove	
Note / Fault Details	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">Unit Turns off after 5 min use, Power is charged fully</div>	
	<i>* Please Ensure the Fault Detail is Detailed enough so it can be accurately tested, An Item will only be tested for the Fault Described</i>	
Your Reference	<input type="text" value="00902"/> ✕	
<input type="button" value="Submit Item"/>		

Please fill in the details for the product's RMA and Click **Submit Item** when all the details required are present and correct.

NOTE: Please ensure you upload your Proof of Purchase (POP) that clearly indicates the Sales date and Item sold to your customer.

The Manufacturer Auth Number is required for Canon Products and in certain circumstances with Toshiba Uplifts.

Note: You can Queue multiple

RMA Requests in the Queue to Submit at the same time



Contact & Collection Details		
Contact Details	Collection Address	
First Name	Jim	45B
Last Name	Smith	Smith Lane
Email	Chris@totalimports.ie	Wexford
Phone Number	021 4346486	Wexford
Company Name	Jim Ltd	PostCode
		IRE

Add New RMA Request

Current UnSubmitted RMA Queue									
Item Code	Invoice No	Invoice Date	RMA Qty	RMA Serial	RMA Vendor Auth Num	Note	End User Purchase Date	Proof Of Purchase File	User Reference
SWEEEX-SA132	0091066	20/09/2012 00:00:00	1	Abc 779904		Unit Turns off after 5 min use, Power is charged fully	06/06/2013 00:00:00	24e4c90b-d.pdf	00902

I Accept The RMA T&C [View T&C's](#)

Submit RMA Requests

If you are satisfied that all of the information provided is correct and complete then
Click Submit RMA Request

You will receive on screen confirmation along with an email (Fig 2) to confirm the RMA has been requested successfully

Please Note: This Email is a confirmation that we have received the RMA Request. You will receive an RMA Number and Collection Details Once the RMA Request has been Authorised. The RMA Request may be declined due to missing or inaccurate information.

Figure 2.

Dear [Joe Blogs](#) ,

You have successfully requested RMA(s) for the following.

Please NOTE this is a confirmation of your request only and you will receive your RMA number asap.

Collection of the unit will be arranged after your RMA Number has been received

Status	Qty	Manufacturer	Model	Invoice #	Your Ref	Fault Report
Requested	1	Generic	Laptop	0091066	PQ56	DOA - Unit will not turn on

Your RMA has now been Requested, You will receive your RMA number as soon as possible.

Kind Regards,
RMA Department

Figure 3.

-----Original Message-----
From: Jennifer O' Donovan (RMA Manager TIS)
Sent: 21 June 2013 10:59
To: Joe Bloggs
Subject: FW: REQUEST FOR RMA# R-17068 ACCEPTED

----- IMPORTANT -----

The courier has been booked to collect this RMA from you on the [Next Business Day]
If this is unsuitable please contact us immediately.

Please Print and Read the attached documentation and follow the Instructions
carefully.

EACH ITEM RETURNED MUST BE SAFELY PACKED AND LABELLED WITH ITS OWN RMA NUMBER.
FAILURE TO FOLLOW THESE INSTRUCTIONS WILL AFFECT THE PROCESSING OF YOUR RMA.

----- IMPORTANT -----

RMA Req number -RMA NUMBER -
User Reference -Your Reference -
Customer DOP -End Customer Purchase Date -
Reseller DOP -End Reseller Purchase Date -
Reseller Invoice -End Reseller Invoice Number -
Product -Product -
Serial number -Serial Number -
Customer fault report
- Detailed Fault Report -

If you have any queries please do not hesitate to contact us.

Kind Regards

RMA Department
Montara Ltd. T/A Total Import Solutions

The below is what is contained in the attached documentation to your email accepting your RMA

Total Import Solutions (Montara)

RMA instructions and label

IMPORTANT

FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN YOUR RMA BEING DELAYED OR DECLINED

Please ensure that

- ALL PASSWORDS are to be removed, or provided with the item, otherwise your RMA may be declined.
 - The product is returned in full i.e. ALL of the original parts are included.
 - The product is suitably packed to prevent transit damage.
 - EACH item being returned is labelled with its own TIS RMA authorisation form (this page).
 - If you are asked to include multiple items in one carton
Attach the correct RMA label to EACH ITEM in the carton.
Attach a copy of ONE of the RMA labels to the outside of the carton.
- Failure to clearly identify each RMA item correctly will result in your RMA being delayed or declined.
If you have any queries regarding any of the above please do not hesitate to contact us.

Kind Regards,
RMA Department
Montara Ltd. T/A Total Import Solutions

User Ref
CompanyABC Company Ltd

Make **Generic** 
* 1 7 0 6 8 *

Model **Laptop** 
* 1 7 0 6 8 *

Serial123456ABCD

Fault reportDOA – Laptop produced a non- bootable device error and will not start up

ATTACH THIS PAGE TO THE OUTSIDE OF THE ITEM SPECIFIED ABOVE *ONLY*
Failure to do so will result in your RMA being delayed or declined.

RMA#: **R- 17068**



Deliver to:**RMA DEPARTMENT**
Total Import Solutions,
Montara House,
Ballycurreen Industrial Estate,
Cork, Ireland

Fault reportDOA – Laptop produced a non- bootable device error and will not start up