

Returns and repairs policy

1. Holdan will only accept a return/repair request from a **reseller or dealer** with a verified Holdan account. If you are an end user, your reseller/dealer should be your first and primary contact for all post-sales queries and concerns. We may consider direct returns from UK/EU based end users where the reseller is no longer in business or where purchased directly from one of our manufacturers.
2. Return/repair requests (**RMAs**) should be made online at www.holdan.co.uk/service after registering an account.
3. Once an RMA request has been received, our Service Department will respond or authorise the RMA. We aim to do so within 24 hours.
4. Once an RMA request has been approved and a 'REP' number issued, the item should be securely packaged and shipped to Holdan. The RMA paperwork provided should be included within the package. **Any items returned before authorisation and/or without appropriate paperwork may be returned to sender without notice.**
5. **Shipping** - Shipping costs to Holdan are the responsibility of the reseller. Dependent on warranty, the reseller may be charged for the return shipment of repaired items.
6. **Assessment** - If the reported fault is confirmed upon assessment, Holdan will then follow the appropriate procedure for the item based on warranty status and any specific manufacturer agreements. If an item has been assessed and the reported fault cannot be found, we will ask for more information before returning the item as 'No fault found.' Depending on the warranty status and/or time and administration involved in RMA assessments, we may charge an **assessment fee of £50.**
7. **In Warranty Items** - We will check the warranty status of the product based on the date of sale (established with serial number provided at request) and its physical condition on assessment. Once a fault is confirmed, we will either repair/replace at Holdan or send the item to the manufacturer for repair/replacement. The manufacturer may choose to repair or replace at their own discretion. Holdan does not have control over manufacturer's returns policies and decisions and we must abide by them. Each manufacturer's warranty details can be found within the item packaging, on the manufacturer's website or by contacting Holdan.
8. **Out of Warranty Items** - We will check the warranty status of the product based on the date of sale (established with serial number provided at request) and its physical condition on assessment. Once returned and assessed, we will provide a quote if out of warranty and will require a purchase order before proceeding. Repair charges vary based on parts required, exchange rates, labour time and shipping/weight of item. **An assessment fee of £50 may be charged for refused quotes.**
9. **Advance Replacements/DOA items** - Holdan will not issue "advance replacements" for any returns. If the return has been flagged as "DOA", "early life failure" or similar on request, we will corroborate based on date of purchase and specific manufacturer policies for such cases and action with higher priority where necessary. We elect to repair or replace items dependent on stock/parts availability, condition of the faulty item and manufacturer agreements. Replacements are not an automatic entitlement for returned items of any age.
10. **Return for Credit/CRMA** - Holdan Service Department cannot directly action a credit request. If an order has been placed which is surplus to requirements, a Credit Return Authorisation Number (CRMA) can only be provided by our sales department after their approval. We may elect to credit returned items where replacements or repair aren't viable (where this would have been the normal resolution), but this decision will be made internally.
11. **RMA Cancellations** - The reseller should aim to return the item to Holdan within **10 working days** after a 'REP' number has been issued. If Holdan does not receive the item within 10 working days, we reserve the right to cancel the RMA. If an RMA has been cancelled, it cannot be re-opened and you will be required to raise a new RMA. Any items returned after cancellation (where a new RMA has not been raised and authorised) may be returned to sender without notice.
12. **Loan Items** - Holdan does not offer loan items for returns and repairs. It is the responsibility of the end user to consider redundancy for professional work at the point of purchase.