



The DTP Group Returns & HP DOA Procedures

Returns

Where DTP are found to be in error we are happy to accept returned goods without charge.

Where the reason for the return is attributed to customer error, we regret a restocking fee must be charged, the fee will be equivalent to either:

- *10 percent of the order value (or the product value in the case of orders comprising of more than one product and the entire order is not being returned),
- *Or a minimum £35.00

Upon receipt of the returns item(s) a credit note will be issued.

DTP are only able to accept returned goods within 14 days of delivery and goods that are deemed to be brand new and in a resalable condition i.e.

* Goods must be complete and in the original manufacturer packaging

* All packaging must be intact and in good condition e.g. not torn or written on.

DTP regret that we cannot accept returned goods if the toner or ink cartridge has been installed and the unit powered up.

As DTP would be unable to resell the item(s), goods that do not meet these conditions will be returned to the customer.

HP Dead on Arrivals (DOA's)

In the unlikely even that you experience a fault with your purchase, Hewlett Packard have a strict reporting procedure which we ask you to follow:

1. Log any fault with HP Technical Support on 0845 2704557

2. If the HP technician is unable to rectify the fault, and it occurs with 28 days of the invoice date, ensure that you obtain a 10 digit caller ID reference. This number is required before a replacement unit can be despatched.

3. Once you have this reference number please contact DTP customer services who will organise a replacement and collection of the faulty unit.

Any faulty products that fail outside of the 28 day return period will be subject to manufacturer warranty procedures. A fault would need to be raised on the above number where HP Technical Support would take responsibility for the problem.

