



Goods Return Procedures (RMA and CMA)

In order to make sure that returned goods are directed to the right place, BAS Distribution has developed two procedures. There is a clear distinction between RMA (Return Merchandise Authorisation) and CMA (Commercial Merchandise Authorisation) returns.

! *Read the procedures carefully before sending goods back to BAS Distribution.*

1. RMA (Return Merchandise Authorisation)

1.1 Request an RMA number:

An RMA request can be made through the Service module on this website.

! *If this is not possible, you may in **exceptional circumstances** use an alternative method of making a request - contact the BAS Service Centre (BSC) by telephone on 015/ 79 50 60*

1.2 Conditions for acceptance of an RMA request:

BAS Distribution can only accept products that have been supplied by BAS Distribution.

- An RMA request may consist of a maximum of 10 different items^①.

! *If you have more than 10 RMA items, please ask for additional RMA-numbers.*

- An adequate fault description (klachtingschrijving^②) should be entered for each item.
- Following your RMA request, you will receive an e-mail from the BSC. This response will include an attachment containing a front sheet with a list of the approved/rejected items. You should immediately check this list and the value attributed to each item. This value is used during the further processing of your RMA request and it is therefore important to immediately report **any variances** as it is not possible to make corrections at a later stage.

! *Important: please note that items priced at or below € 10,- (ex VAT) are not eligible for RMA.*

^① Identical items with different faults should be requested separately.

^② Defective, dead, does nothing, etc are not sufficient and will result in the rejection of your request.



1.3 Send a shipment of RMA goods to BAS Distribution:

Your RMA request is valid for 9 calendar days from the date of its acceptance. Your shipment should be received by us before this period has elapsed, the expiry date is shown on the front sheet.

Your RMA shipment should satisfy the following conditions:

- *The front sheet of the attachment should be affixed to the outside of the package and should clearly be visible. If there are several packages, copy the front sheet and affix 1 copy to each package, marking the packages as follows: 1 of 3, 2 of 3, 3 of 3, etc.*
- *RMA shipments should be well packaged, in a strong outside box and should contain sufficient postage¹.*
- *RMA items should be returned in their original packaging, including all original accessories (such as cables, drivers, user manuals, etc.)².*
- *Each RMA item should be accompanied by a clear fault description and purchase note³.*
- *Hard drives, memory modules and processors must be shipped in antistatic packaging⁴.*
- *Stickers and other markings not made by the manufacturer should be removed before an item is offered for RMA⁴.*
- *You will be informed by e-mail if there are any items missing from the shipment.*

1.4 Processing of RMA goods by BAS Distribution:

- After a shipment is received by us, we check it.
- We check whether:
 - the guidelines have been complied with⁵;
 - the requested items are the items that have actually been sent;
 - there is no question of items having been physically damaged as a consequence of 'user abuse' (incorrect use by the end user)⁶
- BAS Distribution operates the following procedure for RMA processing:
 - a) Exchange for an identical item from our RMA stock.
 - b) If a) is not possible an identical new item will be provided in exchange.
 - c) If b) is not possible an upgrade will be provided in exchange (either an upgrade in specification or an upgrade in brand).If c) is not possible, credit will be given of the value listed in the RMA approval.

In order to be able to guarantee the fast processing of the RMA goods, BAS Distribution deals with RMA requests before the manufacturer investigates them. If the manufacturer's check shows that an item is not defective or that the fault is the consequence of 'user abuse' BAS Distribution is obliged to charge you the cost of the investigation and/or repair.

¹ Packages with no postage or insufficient postage cannot be accepted.

² Incomplete items will be refused in the absence of advance approval being given by BSC for the incomplete shipment.

³ If this is absent, the item will be returned and the cost will be charged to you.

⁴ If this is not done the item will be returned and the cost will be charged to you.

⁵ See 1.3 "Send a shipment of goods for RMA to BAS Distribution."

⁶ Items where 'user abuse' is established will be returned and the cost will be invoiced to you.



1.5 Processing of DOA (Dead On Arrival) goods:

There are special rules in order to be able to guarantee the efficient processing of DOA products¹.

- a. A DOA should be requested separately from RMA goods.
- b. A good fault description (klachtomschrijving) is a requirement².
- c. BAS Distribution operates an expiry period of 8 calendar days with the stipulation that the DOA item should be delivered to us at the latest on the 9th calendar day.
- d. For a DOA request, a new item will always be supplied and if this is not possible a credit will be given for the invoiced value.
- e. Without a **sales note** DOA items will not be accepted as such and will be dealt with as a standard RMA item.
- f. **A DOA item cannot still be dealt with as such more than 3 months after its purchase from BAS Distribution.**

1.6 For transport-damaged items:

If, when checking the shipment received, one of the packages is damaged, you can refuse it and ask the transporter to return it. If you accept the shipment, ask the transporter to make a note to this effect on the delivery note.

! *Take a digital photo (and e-mail it to your account manager) to support your claim.*

After this, make immediate contact with your account manager at BAS Distribution, who will discuss the issue with you with a view to finding a suitable solution.

If the damaged package is returned to BAS Distribution, the goods will be credited (after confirmation of the damage).

! *If you sign for receipt of the shipment without comment, BAS Distribution cannot accept responsibility for any damage that is noticed later.*

2. CMA (Commercial Merchandise Authorisation)

2.1 Request a CMA number:

¹ See our website www.basdistribution.be for details of which brands have a DOA arrangement.

² The description 'DOA' on its own is not sufficient.



CMA numbers are exclusively issued by your account manager. If you have received items other than those you ordered, if you made an error in your order or if you have received items other than those listed on the packaging slip, please contact your account manager within 5 days.

2.2 Conditions for the acceptance of a CMA request:

- The request can only be accepted if the items are returned in their unopened packaging and can be immediately re-sold.
- Acceptance in consultation with your account manager.
- The request must be made within 5 working days of the shipping date.
- The request shall only be dealt if accompanied by a copy invoice or packaging slip /shipping document.

After the provision of a CMA number, you can send your RMA item(s) within 5 working days to:

BAS Distribution
Schaliënhoevedreef 20 E
2800 Mechelen

BAS Distribution charges 'restocking' costs¹ for CMA returns. These amount to 10% of the **invoiced value**, with a minimum of € 60,-.

¹ This only applies to orders placed by you in error.