SeSys Limited Returns (RMA) Policy Statement

In the unlikely event that a product supplied by Sesys Ltd should go faulty, in the first instance please contact Sesys Ltd direct for an RMA (Return to Manufacturer Authorisation) number. The information we will require will be, the Items Model Number, Serial number and a description of the fault.

We will then issue a RMA number dependant on the product being under Warranty, Maintenance Contract or a Chargeable Repair. (Wxxxx/Mxxxx/Cxxxx). No product will be received back without prior issue of a Returns Authorisation Number.

The Item should be returned to Sesys Ltd, where possible, in its original packaging with the RMA number clearly marked on the outside packaging and any accompanying paperwork. (Sesys Ltd is not responsible for your shipping charges).

If being returned under Warranty or Maintenance Contract* we will repair, exchange or replace the faulty item at our discretion. Any item returned under Warranty must be unmodified by the customer.

If the item is a Chargeable repair, we will issue a Quote stating cost and timescale, and will not proceed with the repair until a formal Purchase Order is received.

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