

“Dead On Arrival” (DOA) Policy & System

Introduction

Citizen Systems Europe GmbH hereafter referred to as ‘Citizen’ will provide its “Direct Account Customers” (hereafter referred to as the ‘Distributor’) with a Dead-On-Arrival Policy (the ‘DOA policy’) to support their business. Such a policy will be supported by Citizen provided that the policy stipulations have first been accepted and are approved by Citizen.

DOA Product Definition

A product will be covered under the DOA policy if:-

1. It is shipped incomplete - missing items from the carton
2. It is found to be damaged on receipt (*using Citizens own carriers*)
3. Fails electrically or mechanically due to manufacturing defects within the DOA timescale.

DOA Policy

The DOA period is for a maximum of 14 days from the date of supply (*shipment*) to the End User. The Distributor will be provided with a credit on receipt and validation of the returned DOA unit.

Returned units must be packaged identically to the manner in which they were delivered and should include correct outer carton, internal protection dampers and any ancillary items packaged e.g. User manual, ribbons, colour kits, disks etc.

Returned DOA product carriage cost etc. is to be at the Distributors’ expense.

DOA Procedure

- The Distributor is to inform Citizen Commercial Department of the DOA. Authorisation to return the unit will be in the form of an RMA document. After authorisation the DOA units are to be returned to the specified Citizen office address (shown below) unless otherwise specified on the RMA document.
- Product is to be accompanied with paperwork to explain the reason for the DOA return.
- On receipt Citizen will validate the reported DOA product against the returned unit. For example, it must be the same unit serial number, be in very good condition (not more than 14 days old) and be complete, packaged, user manual, paper guide, power cord etc.
- Once validated, a credit will be provided to the Distributor
- If Citizen finds the unit to be different from the reported DOA unit, older than 14 days, or abused, the DOA unit will be returned to the Distributor ‘as is’.

DOA Return Address

Citizen Systems Europe GmbH

Citizen Systems Europe, 643 – 651 Staines Road, Feltham, Middlesex, TW14 8P, UK.

Or Citizen Systems Europe, Mettingerstrasse 11, D-73728, Esslingen, Germany.

Or Unicom Ltd, Unit 14 Bourne Estate, Borough Green, Kent, TN15 8DG, UK.