



Customer Returns (RMA) Process Information for Customers

RMA and Returns Form

Any goods returned to Yelo must be by prior agreement and accompanied by an authorisation (RMA) and Returns Form, provided by us.

It's important that the returns form is properly completed, including serial numbers and detailed description of any faults. Failure to do this will extend the time necessary to resolve the issue.

Packaging

All returns must be appropriately packaged for shipment, with sufficient padding around individual items at all times to protect from damage during transit.

Shipping

The customer will be responsible for arranging shipments to Yelo, including freight costs.

Yelo will be responsible for shipment of repaired items back to the customer, including freight costs.

Shipping Documentation

With regard to export documentation, please give the items a low value on the commercial invoice (i.e. \$50), and note:

"ITEMS SHIPPED FOR REPAIR: NO COMMERCIAL VALUE"

Once shipped, please forward the AWB number and a copy of the commercial invoice to Yelo, this is helpful when it comes to re-exporting repaired items and will lessen the risk of delays at customs.

Repair Costs

If there is no fault found, or if the fault is determined to be a 'non-warranty' issue, then a charge for engineering time and/or the return carriage may be applicable.

Address for shipments

Customer Returns
YELO LTD
20 Meadowbank Road | Carrickfergus | BT38 8YF | N. Ireland | UK

Contact Information

Tel +44 28 9335 7300
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Customers in Asia

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