

SIPHON TAC

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Returns policy for equipment which is not faulty

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SIPHON offers a comprehensive warranty and returns service for a variety of hardware. Most of these policies operate an "advance replacement" service, whereby we will send you new equipment before you return the old equipment to make sure that your end users have the least impact on their service.

Once the equipment is returned to us, our engineers will take the equipment, along with your description of the fault, into our lab and comprehensively test the equipment. This provides key information for us on the failures we see and allows us to manage faulty equipment with the vendor.

Occasionally, returned equipment will not have any fault found. Once the equipment has undergone comprehensive testing to ensure that there is no fault with the equipment our policy is then to return the equipment to the customer. However, since we cannot accept the return of opened goods, if no fault is found then we will charge for the cost of a new unit to cover the advance replacement along with the cost of shipping the advance replacement to you, plus the cost of returning the working equipment to you.

For this reason, we suggest that you verify the fault with your customer before raising an RMA with us and provide a detailed explanation of how to replicate the fault.

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