

## STANDARD RETURNS POLICY AND RMA PROCEDURE - 2026

Millgate Ltd adheres to all manufacturer warranty and return policies. All product returns must be processed with a Return Materials Authorization Number (RMA). NO returns of any type will be accepted without an approved RMA reference number from our returns team. RMA reference numbers are valid for 5 working days from date of issue and items specified must be returned within this time.

Millgate Ltd provides you with two ways in which to initiate an RMA request provided the return meets the returns policy and meets manufacturers' guidelines. You can email [RMA@millgate.co.uk](mailto:RMA@millgate.co.uk) or speak with your dedicated account manager to initiate the RMA request for you.

Any claim for shortages, damages, overages or mislabelled products must be notified to Millgate Ltd within 24 hours of delivery as beyond that time we have no recourse with carriers/manufacturers.

In the unlikely event that you receive goods that are DOA, contact Millgate Ltd within 3 working days of receipt of the goods to agree an appropriate course of action. Please ensure that you obtain an RMA number before returning any items. Goods will remain your responsibility until received safely by Millgate Ltd.

When requesting the return of your item(s) please ensure you have all information required to hand; client name, item details, quote ref/invoice ref, and the nature of the problem.

Please note the following items cannot be returned (not exhaustive):

- Any Item that has not been placed in its original packaging and complete, with its internal wrapping and associated parts
- All consumable items (e.g. batteries, tape stock, adhesive tapes, lamps (bulbs), blank media etc...)
- Special Order items
- Items not purchased through Millgate Ltd
- Products modified to specification, or any other CTO items / builds
- Items from which manufacturers will not accept returns – Non-Cancellable / Non-Returnable
- Training DVDs (or other media) USB's and books once unwrapped
- Open units, units that require re-boxing, or units in an unsuitable resale condition

Millgate Ltd can make the necessary arrangements through our carriers for the item or items to be collected and it will be at the discretion of Millgate Ltd whether you will be responsible for paying for your own shipping/carrier costs for returning your item.

### PREPARING YOUR RETURN:

Goods must be in new and unused condition, complete with all original and undamaged manufacturer packaging and documentation i.e. Proof of purchase / Delivery Note. The original packaging should be undamaged, treated with care and should remain in its original condition complete, with seals intact where appropriate.

Clearly mark each package being returned with the RMA reference provided – DO NOT affix to the manufacturers packaging. DO NOT WRITE ON THE MANUFACTURER'S BOX. The item should be packed in a separate box (box inside a box) so that the original manufacturers packaging is intact.

### RETURNS PROCESS THEREAFTER:

Once your item is received, it will be inspected and should your item be received as expected your return will be approved. If your return is approved, we will initiate a credit if applicable. Should there be an applicable restocking fee this will be deducted from your credit.

### CONTACT US:

If you have any questions on how to return your item to us, contact us: 0114 242 7310, Email [RMA@millgate.co.uk](mailto:RMA@millgate.co.uk) or contact your Account Manager directly.

