

1 ADEQUATE PACKAGING INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE PACKING YOUR UNIT

It is YOUR responsibility to ensure your unit is adequately packaged to withstand transit.

XMA or its appointed courier agent will not be held liable or responsible for any costs incurred for items arriving at XMA damaged due to inadequate packaging.

IMPORTANT POINTS TO CONSIDER WHEN PACKING YOUR UNIT

1. If possible, please use the original box and internal packaging that the unit was originally supplied in.
2. It is strongly recommended that you DO NOT use any form of Jiffy bag, carrier bag or carry case to return your unit, as these alone DO NOT provide adequate protection. If you do wish to enclose a carry case, please package it accordingly.
3. The unit MUST BE adequately packed in a STRONG box which is BIGGER than the unit, ensuring no sides of the unit are touching the box and that there is plenty of room for internal packaging. (Please see diagrams on Page 2 of these instructions).
4. Please use as much internal packaging as possible. This could include flo-pak, foam inserts and/or bubble wrap, secured around the unit to suspend it inside the outer box.
5. When packaging the unit, please DO NOT place the AC adapter or mains lead directly against the LCD screen of the unit ALWAYS place these on the UNDERSIDE of the unit (having disconnected them from the unit) to prevent the risk of cracking the LCD screen (Refer to page 2 of these instructions).
6. If you are sending multiple units in for repair, please pack ONLY ONE unit per box. Any claim in the unlikely event of a package being reported as lost in transit would result in only a single unit claim.

NB: Once collected, your unit will be placed on a vehicle along with other parcels which could be placed on top of yours. Please adhere to the above points to limit any risk of damage to your unit whilst in transit.

PLEASE ENSURE YOU OBTAIN A RECEIPT FROM THE COURIER DRIVER WHEN YOUR UNIT IS COLLECTED - FAILURE TO PROVIDE A RECEIPT WILL INVALIDATE ANY CLAIM

Should you have any questions regarding the above, please do not hesitate to contact our Service Team on **0115 9183456** or by fax on **0115 8464619**

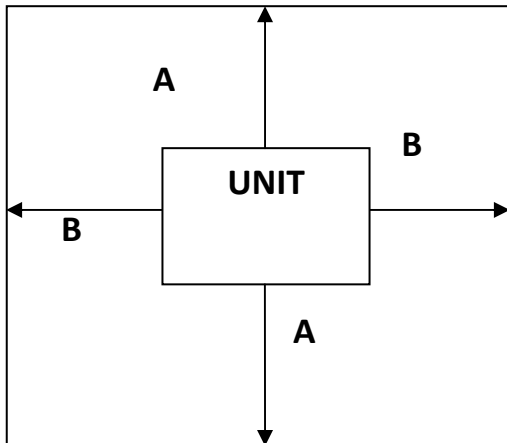
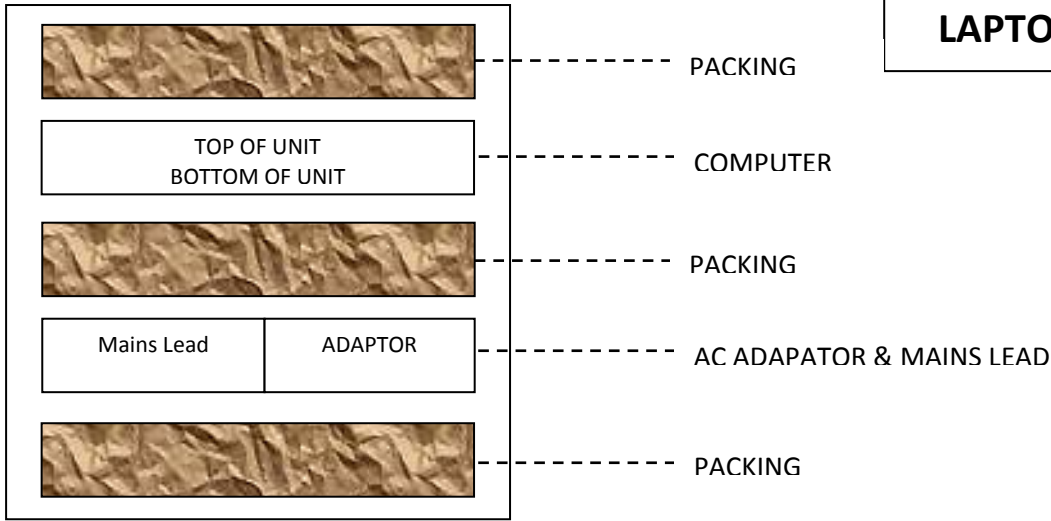
NB: PLEASE ENSURE THAT YOU HAVE MADE A BACKUP OF YOUR DATA. XMA CANNOT BE HELD RESPONSIBLE FOR LOSS OF DATA, PROFITS, SOFTWARE OR ANY CONSEQUENTIAL LOSSES NOR WILL WE BE LIABLE FOR THE COST OF ANY SOFTWARE RECONFIGURATION.

Please complete the Product Return Checklist (page 3) and fax back to 0115 8464619 to instigate the next day collection of your unit

2 ADEQUATE PACKAGING INSTRUCTIONS

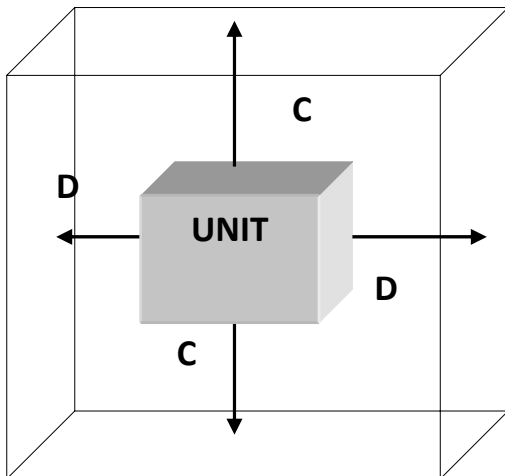
ADEQUATE PACKING DIAGRAMS

**ONLY PACKAGE ONE
LAPTOP PER BOX**



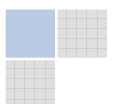
**THESE MEASUREMENTS ARE TO BE USED
AS A MINIMUM**

**A = 4 INCHES / 10 CM
B = 4 INCHES / 10 CM**



**THESE MEASUREMENTS ARE TO BE USED
AS A MINIMUM**

**C = 4 INCHES / 10 CM
D = 4 INCHES / 10 CM**



PRODUCT RETURNS CHECKLIST

PLEASE COMPLETE THIS PAGE AND FAX IT BACK TO 0115 8464619 TO INSTIGATE THE NEXT DAY COLLECTION OF YOUR UNIT

REPAIR REFERENCE No: _____

1. Please indicate below which items you are returning with your unit. Upon receipt of your unit at XMA an electronic record will be made. If our record differs from the information provided here a member of our Service Team will contact you.

- | | | |
|---|--|---|
| <input type="checkbox"/> Original Box/Packaging | <input type="checkbox"/> Recovery Disks* | <input type="checkbox"/> Floppy Disc Drive |
| <input type="checkbox"/> Mains Lead* | <input type="checkbox"/> Battery Pack* | <input type="checkbox"/> CD/DVD Drive Floppy Disc Drive |
| <input type="checkbox"/> AC adapter* | <input type="checkbox"/> Carry Case | <input type="checkbox"/> Modem Cable/Adapter |

Total Memory Installed _____

Additional items returned _____

*Mandatory - failure to return these items will result in a delay in your repair.

2. Please provide any passwords required to access your unit (Power-on and Windows if applicable)

LOGIN NAME _____

POWER-ON PASSWORD _____

WINDOWS PASSWORD _____

3. Please provide a brief description of the fault below, as logged with our Technical Desk.

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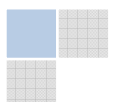
Declaration: Please read the notes below carefully before signing the declaration. By signing the declaration, you are agreeing to the Terms and Conditions of these instructions.

1. It is YOUR responsibility to ensure that the unit is adequately packed for collection.
2. It is YOUR responsibility to ensure all data has been backed up prior to returning the unit
3. If NO FAULT IS FOUND, or the fault is software related, you will be required to pay an inspection fee (£25+VAT) plus any carrier charges incurred (£10.00+VAT collection / £10.00+VAT delivery).
4. If the unit is found to have accidental damage, any valid warranty will be void and the repair will become chargeable. If the charges are not accepted, the above inspection fee and carrier charges will be applicable.
5. Failure to make payment for repair/inspections may lead to your unit being decommissioned. Every effort will be made to contact you prior to this. Units will be disposed of three months after inspection if no contact can be made and no funds are forthcoming.
6. XMA or its appointed courier agent will not be held responsible or liable for any costs incurred (loss of profits; or any consequential costs) resulting from failed collection(s). This service is provided on a best endeavour basis.

I, the undersigned, hereby agree that I have read and understood all Terms & Conditions provided in relation to packing responsibilities, data backup and applicable charges. I understand that these Terms & Conditions are non-negotiable. I have received, read and accepted both the Returns Authorisation Form and Adequate Packaging Instructions.

Signed : _____ Printed: _____

Company name (if applicable): _____ Dated: _____



4 ADEQUATE PACKAGING INSTRUCTIONS

PRODUCT RETURNS CHECKLIST

TO

XMA COMPUTER PRODUCTS

WILFORD INDUSTRIAL ESTATE

RUDDINGTON LANE

WILFORD

NOTTINGHAM

NG11 7EP

DATE OF RETURN

RETURNS REFERENCE NUMBER

REP

FROM

NUMBER OF PARCELS

Please complete and attach a copy of this form to all parcels being returned to XMA.

Contacts: TEL: 0115 9183456 * FAX: 0115 8464619