



Returns and repairs policy

1. Holdan will only accept a return/repair request from a **reseller or dealer** with a verified Holdan account. If you are an end user, your reseller/dealer should be your first and primary contact for all post-sales queries and concerns.
2. Return/repair requests (**RMAs**) should be made online at www.holdan.co.uk/service after registering an account.
3. Once an RMA request has been received, our Service Department will raise the RMA. We aim to complete this action within one working day, Mon-Fri 9:00am-5:30pm
4. Once an RMA request has been approved, the item should be securely packaged and shipped to Holdan. The RMA document should be included within the package.
5. **Shipping** - Shipping costs to Holdan are the responsibility of the reseller. Dependent on warranty, the reseller may be charged for the return shipment of repaired items.
6. **Assessment** - If the reported fault is confirmed upon assessment by our Service team, Holdan will then follow the appropriate procedure for the item based on warranty status and supplier agreements, as outlined below. If an item has been assessed and the reported fault cannot be found, we will ask for more information before returning the item as 'No fault found.' Depending on the warranty status and time involved to establish this, we may charge an **assessment fee of £50.**
7. **In Warranty Items** - We will check the warranty status of the product based on the date of sale (established with serial number provided at request) and its physical condition on assessment. Once a fault is confirmed, we will either repair at Holdan or send the item to the manufacturer for repair. The manufacturer may choose to repair or replace at their own discretion. Holdan does not have control over manufacturer's returns policies and we must abide by them. Each manufacturer's warranty details can be found within the item packaging or on the manufacturer's website.
8. **Out of Warranty Items** - We will check the warranty status of the product based on the date of sale (established with serial number provided at request) and its physical condition on assessment. Once returned and assessed, we will provide a quote if out of warranty and will require a purchase order before proceeding. Repair charges vary based on parts required, exchange rates, labour time and shipping/weight of item. **Our current labour rate is £100 per hour.**
9. **Advance Replacements/DOA items** - Holdan will not issue 'advance replacements' for any returns. If the item has been found faulty by Holdan and was returned within 10 working days of the end user invoice date, we will treat as priority and aim to resolve the issue within 5 working days (excluding transit time). We may elect to repair or replace the item, dependent on stock/parts availability, condition of the faulty item and supplier agreements. Replacements are not an automatic entitlement for returned items of any age.
10. **Return for Credit/CRMA Items** - Holdan Service Department cannot raise a CRMA. If an order has been placed that is surplus to requirements, a Credit Return Authorisation Number (CRMA) can only be requested with advanced authorisation from our sales department. Please contact your account manager or our sales desk.
11. **RMA Cancellations** - The reseller should aim to return the item to Holdan within **10 working days**. If Holdan does not receive the item within 10 working days, we reserve the right to cancel the RMA. If an RMA has been cancelled, Holdan may ask the reseller to submit a new RMA request if they wish to return the item at a later date.
12. **Loan Items** - Holdan does not offer loan items for returns and repairs. It is the responsibility of the end user to have redundancy in order to fulfil work.