PickData RMA & Returns Policy

Standard Product Return

- Products may be returned within 30 days of sale with valid RMA number
- Product must be returned in its original packaging including all accessories, bags, compact discs (cd) and manuals
- Restock fee will be applied when the conditions detailed on this document are not met
- Items received outside of stated timeframe or in unacceptable condition will not be credited and will be returned to sender
- Returned items will be analyzed within 15 days of reception. If there is a problem or delay, the customer will contact PickData using the RMA number
- As a precaution, instruct customers to return product "Insured" via a carrier that provides online tracking
- The product must arrive at PickData within 10 days of the RMA being issued
- Special Order products cannot be returned

Returns Process

- After confirming with your customer that the product in question meets all return requirements, PickData will issue an RMA number.
- Items returned will be shipped at customer expense and all items must be insured.
- Customer is responsible for any damaged or loss of goods during shipment
- All RMA material must be returned to:

  PickData SL
  Carrer Innovació, 3
  Pol. Industrial Can Mitjans
  08232 Viladecavalls, Barcelona (SPAIN)

Items that will not be accepted for return

- Original box is missing or damaged
- Any/all packing/manuals/materials or accessories are missing or damaged
- Serial numbers do not match the referenced invoice
- Referencing RMA number is not included with the return
- Pictures will be shared with the customer upon request for product condition verification

PickData's responsibility and general terms

- RMA number will be given to the customer immediately upon notification
- Credit will be given when product is received in original boxes unopened and/or with all packing/materials/accessories included
- The credit will be given within 15 days after notifying the approval