Standard Returns Policy and RMA Procedure

Returns Policy Overview

Simoda Ltd follows all applicable manufacturer warranty and returns policies. All product returns must be processed using an approved Return Materials Authorisation number (RMA). Returns cannot be accepted without an approved RMA reference number from our returns team.
RMA reference numbers are valid for five working days from the date of issue. The items listed under the approved RMA must be returned within this period.

How to Request an RMA

You can request an RMA in one of two ways, provided the return meets this policy and the relevant manufacturer guidelines:

- Email Support@simoda.co.uk.
- Contact your dedicated Simoda account manager.

Any claim relating to shortages, damage, overages or mislabelled products must be reported to Simoda Ltd within 24 hours of delivery.

If goods are received dead on arrival (DOA), please contact Simoda Ltd within three working days of receipt so that an appropriate course of action can be agreed. An approved RMA number must be obtained before any item is returned. Goods remain your responsibility until they are safely received by Simoda Ltd.

When requesting a return, please have the following information available: client name, item details, quote or invoice reference, and a clear description of the issue.

Items That Cannot Be Returned

Please note that the following items cannot be returned. This list is not exhaustive:
- Items that are not complete, not in their original packaging, or missing internal wrapping or associated parts.
- Special order items.
- Items not purchased through Simoda Ltd.
- Products modified to specification, including configure-to-order items or custom builds.
- Items that manufacturers classify as non-cancellable or non-returnable.
- Training DVDs, other media, USB drives and books once unwrapped.
- Opened units, units requiring re-boxing, or units that are not in a suitable resale condition.

Collection and Shipping Costs

Where appropriate, Simoda Ltd may arrange collection through our carriers. Simoda Ltd will confirm whether you are responsible for any shipping, carrier or return costs before the return is processed.

Preparing Your Return

Returned goods must be new, unused and complete with all original, undamaged manufacturer packaging and documentation, including proof of purchase or delivery note where applicable. Original packaging must be treated with care and remain in its original condition, with seals intact where appropriate.

Clearly label each outer package with the approved RMA reference number. Do not attach labels, tape or markings directly to the manufacturer's packaging.
Do not write on the manufacturer's box. Items should be placed inside a separate outer box so that the original manufacturer packaging remains intact.

Returns Approval and Credit Process

Once your item has been received, it will be inspected. If the item is received in line with the agreed RMA conditions, the return will be approved. Where applicable, a credit will then be issued. Any applicable restocking fee will be deducted from the credit.

Contact Us

If you have any questions about returning an item, please contact Simoda Ltd on 0114 553 3600, email Support@simoda.co.uk , or speak with your Simoda account manager.