

## CENTRESOFT LTD – RETURNS PROCEDURES

These procedures form part of our standard terms & conditions of trade and shall prevail over all other terms & conditions relating to the return of products.

The following returns processes are covered within this document.

- **Items damaged on delivery.**
- **Faulty returns within warranty**
- **Returning stock to Centresoft**
- **Sony Hardware Helpline**
- **Nintendo Returns policy.**

Should you require additional information or support, please contact the Customer Service team.

Email: [custserv@centresoftgroup.co.uk](mailto:custserv@centresoftgroup.co.uk)

## ITEMS DAMAGED ON DELIVERY

Always check the product on receipt of your delivery for any visible damage. If you do receive damaged products, please email: [custserv@centresoftgroup.co.uk](mailto:custserv@centresoftgroup.co.uk) within 3 working days of receipt to ensure a return authorisation is approved.

All damaged products must be authorised prior to return to us. Failure to obtain authorisation will result in them being returned to you without credit.

The following information will be required to process your return request.

- **Customer Account Number**
- **Invoice or Pick Note Number product was purchased on.**
- **Title / Description / Format and Full Barcode**
- **Quantity of each product**
- **Reason for return (please specify damage)**
- **Debit note number / Your Ref No (if applicable)**

## FAULTY RETURNS

All faulty products must be returned with a valid return's authorisation number. (RAN) Any goods returned to us without a valid RAN will be refused and returned to you.

Please email [custserv@centresoftgroup.co.uk](mailto:custserv@centresoftgroup.co.uk) to obtain your RAN.

Centresoft Limited will only authorise and accept products that are within warranty and purchased within the last 12 months from Centresoft, compliant with the following,

**The following cannot be accepted/authorised for return,**

- **Activision products**  
we cannot accept any faulty returns relating to Activision products.
- **Modiphius products**  
we cannot accept any faulty returns relating to Modiphius products.  
If you have any faulty returns, please contact their support line using the below link.  
<https://www.modiphius.net/pages/returns-replacements>
- **Code in a box**  
we do not accept Code in a Box (CIAB / CAB) Games back as Faulty product.
- **Take 2 Interactive**  
Faulty returns are only accepted if valid within three months of purchase date from Centresoft.
- **Nintendo products.**  
*(Please see separate procedures for Nintendo returns to comply with manufacturer's warranty)*
- **Damaged**  
Damaged or tampered products, including accidental damage, misuse, chips, dents, scratches, or damage caused by wear and tear are not deemed faulty and therefore cannot be returned to Centresoft.
- **Outside of warranty**
- **Incomplete items/missing components**  
All components must be returned within the authorised product, including all headsets, leads, Games and components of any hardware or bundle as supplied by Centresoft. If there are any missing parts, these should be obtained prior to return from the Consumer or replaced with the parts from any replacement unit offered to the consumer to ensure complete box contents are returned to Centresoft. Units received by Centresoft that are incomplete cannot be processed and will be rejected.

If, upon receipt of goods at Centresoft, the product is found not to have a fault, or are not compliant with the authorisation issued, Centresoft Limited will notify you accordingly. No credit will be issued for such items.

## RETURNING THE STOCK TO CENTRESOFT

Once we have issued an authorisation number, please ensure any products returned to us display the authorisation number on all outer boxes.

### IMPORTANT

- Always ensure the barcodes on your products match the barcodes on our authorisation. All products are scanned and will be rejected if they do not match. Please reapply for a new return authorisation for the correct product.
- A copy of the Centresoft returns authorisation paperwork must be returned with the goods.
- Use 1 Centresoft address label per box.
- Labels are specific to each return authorisation note and cannot be used for future requests.
- Always complete the section on the Centresoft Return Label, example below, showing total number of boxes returned to us, for example:

Box	1	of	3
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## SONY HARDWARE CONSUMER HELPLINE SERVICES

Sony offer a Helpline service where often a full diagnostic fault check can be performed to resolve the problem or eliminate the need for a Consumer to have to return a product. If the product is within the warranty period offered by the Manufacturer and you are not sure whether the unit is faulty or there are no obvious signs of damage, you may suggest to the consumer that they call the Consumer Service Helpline.

### **Sony Consumer Helpline – Tel: 0203 538 2665**

You may contact the Consumer Service Helpline on your customer's behalf, however, please ensure that the customer is there with you to ensure they provide their address details, contact numbers and that they are available to answer any questions they may ask.

Sony also provide online resources and support to assist consumers with trouble shooting and repairs etc., which can be found at.

[Hardware & Repairs Support | PlayStation](#)

## NINTENDO RETURNS WARRANTY

### FOR ALL PURCHASES WITHIN 30 DAYS

**Requests for all Nintendo 1<sup>st</sup> party returns will only be approved by Centresoft Limited when returned by the consumer within 30 days of a valid proof of purchase\* date.**

**Note: this also applies to all 1<sup>st</sup> party Nintendo and 3<sup>rd</sup> party products when purchased as part of a bundle.**

For Centresoft to approve the return of a Nintendo product, you must verify your consumers proof of purchase is within 30 days of their return and ensure a copy of this is provided with the returned product (in the box) along with a copy of our Nintendo returns request form (Appendix A) for each item.

\*Valid proof of purchase should be a till receipt, a paper copy of consumer 's receipt, or a system generated

receipt based upon the original transaction, inside the box of the returned product showing.

- Date of purchase (be valid within 30 days of the return to you)
- Item description

The receipt must not be handwritten.

The receipt sent to us must comply with GDPR legislation. No personal/customer data should be shared. **Please ensure your responsibility to your consumer in redacting the consumers name, address or contact or payment information prior to sending to us.**

### INCOMPLETE/MISSING COMPONENTS/DIGITAL CONTENTS

It is important that for any approved returns, all components of Hardware and bundles, including any digital contents, E.g., Digital codes that have been used, are returned to us for Centresoft Limited to provide full credit.

To avoid any delays in approving your returns requests, we strongly recommend you advise the end user to retain all packaging and digital contents, used or not, to ensure a complete return/credit can be offered in the event of a fault developing.

Centresoft Limited will not credit any products received outside the 30-day period or that are incomplete or without a valid proof of return and purchase receipt. Any products received that do not comply will be rejected.

### FOR ALL FAULTY HARDWARE AND ELECTRONIC ACCESSORIES PURCHASED WITHIN 31 DAYS – 24 MONTHS BY YOUR CONSUMER

Centresoft cannot authorise the return of any products returned by a consumer after 30 days from date of purchase. Nintendo provide warranty repairs for consumers with faulty Hardware devices and electronic accessories purchased within 31 days – 24 months.

Repairs of faulty products are conducted by Nintendo Repair Centre.

(Appendix B) details the instructions to assist your customers in contacting Nintendo for support.

**Nintendo Customer Service Centre**

**Phone + 44 (0)345 60 50 247**

**visit [www.nintendoservicecentre.co.uk](http://www.nintendoservicecentre.co.uk)**


**Online chat Email [customer-support@nintendo.co.uk](mailto:customer-support@nintendo.co.uk)**

**ALL NON- ELECTRONIC ACCESSORIES AND SOFTWARE PURCHASE WITHIN 31 DAYS – 12 MONTHS**

Please note, all non- electronic accessories and Software products are not covered under warranty after 31 days of purchase.

Include any digital codes/contents for complete return (if applicable)

**Appendix A – Nintendo Returns request form.**

				<b>FAULTY RETURNS REQUEST FORM</b>					
Complete one form per returning item									
Retailer Name	Centresoft Acc No	Supplier Barcode	Supplier Product no.	Product Description	Qty	Reason for Return	Date of consumer Purchase	Date of consumer Return	Centresoft Return Reference
<i>Please return this completed, along with the Consumers proof of purchase within the product box being returned to us</i>									

## Appendix B – Nintendo Official Comms



# FAULTY RETURNS & REPAIRS PROCESS

If the customer's Nintendo product is faulty or missing items:

## 1 ASK FOR PROOF OF PURCHASE

N.B. If they **do not** have proof of purchase, please make the customer aware that **they aren't entitled to a full refund, replacement or in warranty repair without it.**

## 2 CHECK THE PURCHASE DATE

### WITHIN 30 DAYS

All hardware, software and accessories.



### ACTION

- Offer to replace it.
- Offer a full refund.
- Place a copy of the proof of purchase within the box of the faulty unit.

### BETWEEN 31 DAYS & 24 MONTHS

Faulty hardware and electronic accessories only.

- ✓ **Includes:** Joy Con and Pro-controller.
- ✗ **Excludes:** Software and non-electronic accessories (cases, Joy Con straps, grips and amiibo).



### ACTION

- Log a repair.

## 3 LOG A REPAIR

### If the customer is going to submit their own repair

- The customer will need to visit <https://www.nintendo.co.uk/Support/Welcome-to-Nintendo-Support-11593.html> to troubleshoot or log a repair.
- Once they have logged a repair, the customer will choose to send the faulty item(s) with UPS via a collection at their address or drop off at a UPS access point. Collection label is provided on pickup, customer must print free postage label if using drop off to access point. **Remind them to include the proof of purchase within the package.**
- Once repair has been raised, they'll receive an email with a tracking number so they can track their repair from home via <https://www.nintendo.co.uk/Support/Contact/Repairs/Track-your-repair-1840413.html>
- The repaired item(s) will be **sent back to their home address** once the repairs are complete.

**N.B. The customer will be informed directly if any payment is needed for a repair not covered by their warranty.**

### If the customer wishes for you to send their items

- Raise repair via <https://retailersupport.nintendo.eu/UK> – ensure all of the customer's details are captured. **Remember to include the proof of purchase.**
- Raising a retailer repair automatically creates a UPS collection from the store. Please advise the customer they will not receive tracking or repair updates. These will be provided to the retailer.
- Keep the item(s) to be repaired instore as UPS will only collect from **retailers** address.
- Once the Nintendo Customer Support Team has received the faulty item(s) and the proof of purchase, **the retailer** will receive an email from Nintendo with a tracking number via <https://retailersupport.nintendo.eu/UK>
- The repaired item(s) will be sent back to the **retailer's address** once the repairs are complete.
- For updates on the repair or if not collected in 2-3 working days, the retailer will have to contact: [repairs@nintendo.co.uk](mailto:repairs@nintendo.co.uk), this email is **only** to be used by the **retailer** and **not** the customer.