Returns/claims procedure

Returned Merchandise Authorization number (RMA)

An RMA is a number used by Comar Optics Ltd that indicates a customer has been authorized by a Comar Optics Ltd representative to return a product to Comar for inspection to see if it qualifies for repair or refund or to investigate a claim for short delivery.

Comar Optics Ltd has the right to refuse a returned item if it is not accompanied by an RMA number.

Comar supply products to businesses and institutions but do not supply to individuals as consumers. Right of return is therefore restricted in accordance with the terms of sale.

Claims must be made within 3 days (72 hours) for short delivery or damage in transit, within 28 days for non-delivery or apparent defects or errors, and within 6 months for any other matter.

The RMA number is used as a reference for both parties to track the progress of the transaction.

How to Request an RMA number:

1. Log your request on the following link RMA Number Request. Fill in the information, and click “Submit”.
2. Comar will receive your request and on approval will send you an RMA number.
3. This RMA number needs to be included on the paperwork sent with the returned parts back to Comar.
4. Parts should be returned to Comar in their original packaging showing the batch code, along with a copy of the advice note or invoice showing the date received and proof of purchase. Please add any extra packaging needed to keep the parts secure during transportation.
5. The package should be marked for the attention of Returns Dept, with the RMA number clearly referenced and sent to Comar Optics, Photon House, Station Rd, Linton, Cambridge CB21 4NW.
6. Once Comar have received the parts, they will inspect them.
7. If parts are outside of specification and were received within the qualifying period (as above) either a replacement or a credit note will be issued. If the parts are within specification, the parts will be returned to the customer at the customer’s expense.

If you have any queries about this document, please contact your sales contact at Comar Optics Ltd.