
All Returns to Evoke must have a valid RMA number. Units received without an RMA number will be quarantined and held without processing or if a return address is located, shipped back to sender.

Return Material Authorisation Numbers (RMAs)

Request for an RMA is to be submitted to supportsolutions@evoke-creative.co.uk. If you do not have an RMA form to be completed, you will receive a reply with the form attached. All relevant details must be completed in order to process the request.

Warranty Repair & Returns

In Warranty and Under a Service Contract

Component parts are not managed/tracked by serial number, all goods are tracked by the installation/delivery date of the finished item. During the term of the maintenance agreement Evoke will replace any component parts within the terms of the agreed SLA (Service Level Agreement). The faulty item will be replaced, the faulty item will then be removed from site to be repaired at Evokes Repair Centre or via the manufacturer. The original items will not be returned, these will return into our engineering spares holding stock.

There will be no additional charge for engineering, replacement parts or logistics (if covered under the SLA).

Out of Warranty and Under a Service Contract

All the above applies. However, unless stipulated in the SLA agreement, all replacement parts and associated logistics costs are not covered under the agreement and will need to be covered by the Customer, once the item falls outside the manufacturer's warranty period.

In Warranty and NO Service Contract

The Warranty period of the finished item will be provided on purchase of the item.

Requests are to be logged to the Evoke Service Desk at supportsolutions@evoke-creative.co.uk with a completed RMA form. Under the general terms of the manufacturers' warranty, the defective component is to be returned to Evoke for repair under the provided RMA. The Evoke repair centre will assess the unit to determine if the part can be repaired in house or will need to be returned to the manufacturer for a resolution. Each manufacturer provides an estimated turn-a-round time for warranty repairs, these vary and will be subject to the manufacturer's terms. Once the item is repaired, then the item will be returned to the Customer.

Damaged (wilful damage or neglect) items will not be covered under the manufacturer's warranty, nor will general wear and tear. Manufacturer's terms are available on request.

Out of Warranty NO service contract

Any request for replacement parts and or engineering to be submitted to Evoke Service Desk where a quote for the works will be provided. Once a valid purchase order has been received, the call will be actioned. To note; Evoke may not carry any of the items in stock holding, the purchase of the goods will be subject to suppliers lead times.

Advance Replacements

Items can be requested for advance replacement. Once the issue is logged and an advance replacement is requested, a quote will be provided for the cost of the item and shipping. A valid purchase order will be required to process. Once the purchase order is received the requested item will be shipped (if available in stock) and a tracking number provided. The suspected defective unit must be returned to Evoke within 30 days where the cost of the unit will be credited. If the item is not returned or the return exceeds 30 days, the charge for the cost of the unit will stand.

Logistics / shipping costs

The customer shall be responsible for all inbound freight charges for both in-warranty and out-of-warranty repairs. Evoke is not responsible for damage during shipment. Evoke recommends that the shipment is insured before dispatch by the Customer.