

Returns Form for Faulty Goods

Return Information

Please read the notes on this form and complete all relevant sections. Incomplete forms will not be processed.

I am returning the following item (1 product per form)

Product Code _____ Quantity _____

Nature of the fault

Company Name _____

Customer Code _____

Phone No _____

Original Invoice No _____

If you require a credit for a faulty item, it will be tested to ascertain the fault. If faulty the item will be credited upon approval by the manufacturer. That means, if we get a credit, you get a credit.

Return in good condition Tick

If this is the return of an advance replacement or the goods turn out NOT faulty, please make sure you comply with the points 1-3 below.

Goods which are found to be working correctly will be returned to you, unless in brand new condition.

- 1) Packaging is as new (not marked or damaged) _____
- 2) Product is brand new and unmarked _____
- 3) Product is complete with all instructions & fittings _____

Return of Faulty Item

- 1) I require a Credit Note / Replacement / Repair
(delete as appropriate)

Repairs

Repair charges will be incurred for any goods returned outside the manufacturer's warranty period, goods damaged through misuse or goods returned as faulty for which no fault is found.

In all cases where no fault is found we reserve the right to charge a minimum product testing fee of £19

Note:

When calculating any credit amount, account will be taken if the original order was delivered without carriage charge. If so free carriage will be re-charged if applicable. No credit will be issued if the packaging or product are not in brand new saleable condition.

I have read and agree to the terms and conditions

Name (print) _____

Signature _____

Date Returned _____

Official Use

Date Received:

Received by:

Customer Code

Return No:

ADV Invoice No:

Technical Use

Supplier Code:	Date Sent to Supplier:
Supplier RMA No: Return Code:	
GRN No:	
Completed by:	Date completed: