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Returns Form for Item Not Required

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 _____

Company Name _____

Customer Code _____

Phone No _____

Original Invoice Number _____

1) I require a Credit Note / Refund
 (delete as appropriate)

Returned for Credit

Goods returned for credit will only be accepted if they are in their original boxes, complete with instructions etc., undamaged and considered resalable to avoid incurring additional charges.

We cannot accept any special or engraved panels as returns for credit, this includes items which are not standard stock.

Minimum inspection and restocking fees will be charged according to the following time frames.

- Within 14 Days0%
- Within 30 Days (SOR items only)....0%
- Within 30 Days10%
- Within 60 Days20%
- Within 90 Days30%

Under no circumstances, will items older than 90 days, be accepted for credit.

If packaging is opened a product testing fee of £15 may be charged (in addition to the above restocking fees, at our discretion.

Refunds :

Refunds are only available if returned goods are in brand new condition. When returning goods for refund after 14 days we reserve the right to charge additional 10% fee. EG. Within 30 days the fee would be 20%.

Trade and account customers will not be refunded. Any credit note issued will remain on account against future purchases.

Please confirm

Tick

- 2) Packaging is as new (not marked or damaged) _____
- 3) Product is brand new and unmarked _____
- 4) Product is complete with all instructions & fittings _____
- 5) I ordered the product in error / I was incorrectly advised
 (delete as appropriate) _____
- 6) If incorrectly advised. Who were you advised by and what was the advice? _____

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.	
GRN No.	
Completed by	Date completed