

Returns Form for Faulty Goods

Return Information

Please read the notes on this form and complete all relevant sections.

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

Product Code* _____ Quantity* _____

Nature of the fault*

Customer Code* _____

Company Name* _____

Contact Name* _____

Phone No* _____

Email* _____

Original Invoice Number* _____

Procedure for the return of a faulty product

- 1) Complete this Returns Form and keep a copy
- 2) Put this original Returns Form with the goods to be returned
- 3) Securely pack the product to be returned
- 4) Return the goods using the Post Office 2 – 3 day (Tracked & Signed For) service
- 5) Email a copy of the Post Office receipt and this form to returns@doentrydirect.com

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

Goods which are found to be working correctly will be returned to you, and no credit issued.

Return the product in good condition

Please make sure you comply with the points below

Tick

- 1) I require a Credit Note / Replacement / Repair (strike through as appropriate)
- 2) Packaging is as new (not marked or damaged) * _____
- 3) Product is brand new and unmarked * _____
- 4) Product is complete with all instructions & fittings* _____

Repairs

Repair charges will be incurred for any goods returned

- outside the manufacturers warranty period
- damaged through misuse
- 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 £30. We reserve the right to refuse any working product back for credit.

Note :

When calculating any credit amount, account will be taken if the original order was delivered without carriage charge. If so, any '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.

Goods returned with damaged / missing packaging or incomplete in any way, may not be accepted or liable to administration charges

I have read and agree to the terms and conditions

Name (print)* _____

Signature* _____

Date Returned* _____

*** Incomplete forms will not be processed.**

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