

## Returns Form for Faulty Goods

### 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) It is your responsibility to 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](mailto:returns@doentrydirect.com)

**Any other postage costs will be capped at our standard return carriage charge at £5.**

### Return Information

**Please read and complete all sections.**

**Incomplete forms will not be processed.**

**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\* \_\_\_\_\_

**All goods returned after 30 days from date of invoice, will be only accepted for repair.**

**All faulty goods will be tested by the manufacturer to confirm the fault. If found to be faulty the item will be credited, repaired or replaced based on manufacturer policy.**

**eg. That means, if we get a replacement, you get a replacement ,even if we have already issued a replacement product.**

**Goods which are found to be working correctly will be returned to you at your cost.**

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.

Goods returned with damaged / missing packaging or incomplete in any way, may not be accepted or liable to administration charges. Do not write on or damage packaging if you would like a credit.

**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
ADV Invoice No

### Technical Use

Return No.	Supplier Code
GRN No.	Supplier RMA No.
RTN Supplier Tracking No.	RTN Customer Tracking No.
Completed by	Date completed