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Faulty return for a chargeable Repair

Returns Request Form for products which have become faulty after warranty

Return notification date.....

<u>Account number</u>		<u>Contact name</u>	
<u>Company name</u>		<u>Contact Tel no</u>	
<u>Address (please fill in</u>		<u>Contact fax no</u>	
<u>All sections)</u>		<u>Email address</u>	
		<u>Returns ref(office use only)</u>	

<u>Model number</u>	<u>Quantity</u>	<u>Invoice number</u>	<u>Invoice date</u>	<u>Serial number</u>

Supplier's authorisation ref if given.....

(must be filled in)

<u>Full description of the fault:</u>

<u>If this product was part of a larger system please indicate which products the item has been connected to:</u>

<u>Is the fault intermittent or constant?</u>	
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<u>When the fault was first recognised?</u>	
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Terms and conditions

All faulty products are subjected to testing and supplier inspection, if there is no fault found the goods will be sent back to the customer, the customer will then be invoiced for the courier charges and any supplier inspection charges. HBL will endeavour to obtain a price for the repair before it is carried out so the customer knows how much will be charged. The charge can be paid by credit card or on an account.

All returns must be adequately packed as HB Litherlands are not liable for any returned goods damaged in transit. This form will only be accepted if all sections are filled in. All returned goods must be labeled with the RA number clearly and MUST BE RETURNED WITHIN SEVEN WORKING DAYS OR RETURN WILL BE CANCELLED WITH NO PRIOR WARNING. IT IS THE CUSTOMER'S RESPONSIBILITY TO RETURN THE UNIT BACK TO HB LITHERLAND BUT IF COLLECTION IS MADE BY THE COMPANY VAN OR THE COURIER IT WILL ONLY BE ATTEMPTED ONCE, AND AT A COST OF £25.00. THIS WILL BE INVOICED TO THE CUSTOMER. DELIVERY BACK TO THE CUSTOMER WHEN UNIT IS REPAIRED WILL BE CHARGED AT £7.50+VAT.

By completing this form you are agreeing to the above terms and conditions please sign below to state you understand.

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