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**Items which have
 been damaged
 by the courier**

Returns Request Form for products which have been damaged by the courier

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>
<u>Full description of the damage:</u>				
<u>Original packaging?</u>		<u>Remote?</u>		

<u>Manuals?</u>		<u>Accessories?</u>	
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<u>Is a replacement required?</u>	(must be filled in)
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Products which have been received damaged. This must be reported to us on delivery (or within 5 working days) and the delivery note must be signed accordingly.

Terms and conditions

This form will only be accepted if all sections are filled in. If products have been lost by the courier we will still require this form to be filled in.

Please note that if the item is found to be damaged after the 5 working days (which is the time limit set by the courier to place claims) we will then require a different form to be filled in and we would endeavour to receive a credit from the manufacturer but if we were not to receive a credit then we could not process the return and all outstanding invoices would be liable for payment.

By completing this form you are agreeing to the above terms and conditions
