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## Faulty return for a warranty Repair

### Returns Request Form for products which have become faulty after twentyeight days from the purchase date

Return notification date.....

**Products which have become faulty after twentyeight days from the purchase date are liable for repair. As the warranty lies with the manufacturer it is within their discretion whether they repair, replace or credit the faulty item. Please fill in all the information below.**

<u>Account number</u>		<u>Contact name</u>	
<u>Company name</u>		<u>Contact Tel no</u>	
<u>Address ( please fill in    All sections)</u>		<u>Contact fax no</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 )

**Full decription of the fault:**


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


<u>Is the fault intermittent or constant?</u>	
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<u>When was the fault 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.

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 labelled with the RA number clearly and **MUST BE RETURNED WITHIN SEVEN WORKING DAYS**

IT IS THE CUSTOMER'S RESPONSIBILTY 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, IF COLLECTION FAILS DUE TO GOODS NOT BEING READY OR THE CUSTOMER IS NOT PRESENT AT THE ADDRESS THE CUSTOMER WILL HAVE TO RETURN THE ITEM AT THEIR COST AND A £26.00 COLLECTION CHARGE WILL BE INVOICED TO THE CUSTOMER

NB: HB Litherland will send good back to supplier free of charge and return back to you free of charge

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