



Unit A, Prestige House, Cornford Road
 Blackpool. Lancashire. FY4 4 QQ.
 Telephone 01253 607830 Fax 01253 607831
 E-mail: kris.buckley@hblitherland.co.uk

Faulty return for credit Or replacement

Returns Request Form for products which have become faulty within twenty eight days from the purchase date

Return notification date.....

Products which have become faulty within twenty eight days from the purchase date are liable for a credit or a replacement. 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</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)

Full description of the fault:	

To receive a full credit the item must be in the original packaging and include the remote, manuals and all accessories.

Original packaging?		Remote?	
---------------------	--	---------	--

Manuals?		Accessories?	
----------	--	--------------	--

Is a replacement required?	
-----------------------------------	--

Products which have been received damaged. This must be reported to us on delivery and the delivery note must be signed accordingly.

Some useful numbers

LG:	0870 240 2925	SHARP:	08705 274277
SAMSUNG:	0845 726 7864	SONTEC (TEAC):	01603 483 675
VIDEOCON:	0845 293 7697	SANYO:	0844 335 2205

Terms and conditions

All faulty products are subjected to testing and supplier inspection, if there is no fault found then 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 RESPONSIBILITY TO RETURN THE UNIT BACK TO HB LITHERLANDS** (excluding TV's and large bulky items) postage will be paid on presentation of postage receipt **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.**

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