

Returns Form for Faulty Goods

Return Information	
Please read the notes on this form and complete all relevant sections. Incomplete forms will not be processed.	
I am returning the following item (1 product per form)	
Product Code _____	Quantity _____
Nature of the fault	

Company Name _____	
Customer Code _____	
Phone No _____	
Original Invoice Number _____	
If you require a credit for a faulty item, it will be tested to ascertain the fault. If faulty the item will be credited upon approval by the manufacturer. That means, if we get a credit, you get a credit.	
Return in good condition	Tick
If this is the return of an advance replacement or the goods turn out NOT faulty, please make sure you comply with the points 1-3 below.	
<u>Goods which are found to be working correctly will be returned to you, unless in brand new condition.</u>	
1) Packaging is as new (not marked or damaged)	_____
2) Product is brand new and unmarked	_____
3) Product is complete with all instructions & fittings	_____

Return of Faulty Item	Tick
1) I require a Credit Note / Replacement / Repair (delete as appropriate)	_____
Repairs Repair charges will be incurred for any goods returned outside the manufacturers warranty period, goods damaged through misuse or goods 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 £15.	
2) Was an advance replacement issued ?	_____
Date of Advance Replacement ____/____/____	
Advance Replacement Invoice Number _____	
Advance Replacements Replacement items for goods not manufactured by Door Entry Direct Ltd will only be arranged after prior agreement with the manufacturer. The warranty on all goods supplied by Door Entry Direct Ltd is on a return for repair basis. At our discretion and only to credit account holders Door Entry Direct Ltd may agree to send out advance replacements though this service is not to be expected. Door Entry Direct Ltd shall not be liable in any way for failure of any product supplied. In particular Door Entry Direct Ltd shall not be liable for labour costs involved in replacing faulty items or fault finding.	
Advance replacements are supplied on the understanding that the original goods will be returned within 14 days of issue. If the original goods are not returned with 14 days then the invoice covering the advance replacement goods will become due and no credit note will be issued.	
Note : When calculating any credit amount, account will be taken if the original order was delivered without carriage charge. If so, free carriage will be re-charged if applicable. No credit will be issued if the packaging or product are not in brand new saleable condition.	
I have read and agree to the terms and conditions	
Name (print) _____	
Signature _____	
Date Returned _____	

Official Use

Date received	
Received by	
Customer Code	Return No.
ADV Invoice No	

Technical Use

Supplier Code	Date Sent to Supplier
Supplier RMA No.	
GRN No.	
Completed by	Date completed