



## Customer Product Return Request Form

### Purchase Details

Sales Order No.		Customer P O No.	
Invoice No.		Date of Purchase	

### Customer Details

Company Name		Contact Email	
Contact Name		Contact Telephone	

Collection Address		Please ensure that the goods are ready for collection. We may charge for a failed collection attempt.
Postcode	Date of Request	

### RMA Details

Part Number	Serial Number	Qty	Reason for Return	Manufacturer Auth. Code	Credit/Replace

### Terms & Conditions of Product Return

The above information MUST be completed before an RMA number is issued, including a reason for return. The use of "DOA and Faulty" are NOT adequate descriptions.

A Manufacturer Authorisation code is required if applicable.

No product will be accepted without a valid RMA Number.

ALL Returns Requests shall be logged with your Account Manager within 7 days of receipt of goods.

DOA or faulty product will ONLY be accepted back within 14 days of purchase and where applicable MUST have a valid Manufacturer case reference.

Any products reported as faulty outside of these terms will NOT be accepted for return and the customer will be referred to Manufacturer to claim a repair or replacement under Manufacturer warranty conditions.

All goods should be returned in the original retail packaging along with all the original content.

Defaced or damaged product/packaging maybe refused or be subject to a 20% restocking fee.

RMA numbers are valid for 14 days from date of issue and under NO circumstances will any return be accepted after this period has expired.

A credit note will only be issued after an inspection and or testing of the returned item has been completed to our satisfaction.

All faulty products will be tested either in house or by trained professionals to confirm the faults detailed in the RMA request exist. If the tests find that the faults are not as stated and/or the hardware is in good working condition then the customer will be liable for the testing charges and the cost of returning the unit back to the customer.

### TCO Contact Details

Please contact either the Returns Administrator or your Account Manager for all queries and updates concerning your Returns Request.

Email. [returns@thechange.co.uk](mailto:returns@thechange.co.uk)

Returns Fax. 01227 275045

To be completed by Returns Administrator

RMA No. issued date:		Collected by:		Tracking Number:	
RMA product received date:		RMA product returned to supplier date:			
RMA closed date:		Re-Stocking Fee applied		YES / NO	%