

Returns Form for Item Not Required

Return Information
<p>Please read the notes on this form and complete all relevant sections. Incomplete forms will not be processed.</p> <p>I am returning the following item (1 product per form)</p> <p>Product Code * _____ Quantity* _____</p> <p>Company Name * _____</p> <p>Customer Code _____ Post Code _____</p> <p>Phone No * _____</p> <p>Original Invoice Number * _____</p> <p>Returned for Credit Under no circumstances, will items older than 90 days be accepted.</p> <p>Items purchased as clearance have no warranty and are not eligible for returns.</p> <p>We cannot accept for return any bespoke manufactured or engraved products, part of kits not required and non-stock items ordered in specifically for you. All returns 'not required' are accepted at our discretion.</p> <p>Goods returned for credit will only be accepted if they are in their original boxes, complete with instructions etc., undamaged brand new condition.</p> <p>Minimum inspection and restocking fees will be charged according to the following time frames.</p> <p>Within 14 Days 0% Within 30 Days 10% Within 60 Days 20% Within 90 Days 30%</p> <p>Refunds : Refunds are only available if returned goods are in brand new condition. When returning goods for refund after 14 days we reserve the right to charge additional 10% fee. EG. Within 30 days the fee would be (10% + 10%) 20%.</p> <p>If you wish for the amount to be refunded to your card, please contact us when you receive your credit note.</p> <p>Trade and/or credit account customers will not be refunded. Trade and/or credit account customers receive a trade discount and are therefore treated as Trade rather than Retail customers.</p> <p>In practice this means that as a Trade customer you are not entitled to a refund and will receive a credit note against future purchases.</p>

<p>Please confirm the following:</p> <p>1) Packaging is as new (not marked or damaged) _____</p> <p>2) Product is brand new and unmarked _____</p> <p>3) Product is complete with all instructions & fittings _____</p> <p>4) I ordered the product in error I was incorrectly advised by _____ (delete as appropriate)</p> <p style="text-align: right;">Tick</p>
<p>Please explain circumstances in which this error occurred.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>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.</p> <p><u>No credit will be issued if the packaging or product are not in brand new saleable condition.</u></p> <p>If packaging is opened a product inspection & testing fee may apply (in addition to the above restocking fees, at our discretion). It may not be possible to replace damaged packaging, in which case the goods will be returned to you.</p> <p>I have read and agree to the terms and conditions https://doentrydirect.com/conditions</p> <p>Name (print)* _____</p> <p>Signature* _____</p> <p>Date Returned* _____</p> <p style="text-align: center; color: red;">Incomplete forms will not be processed</p>

Official Use

Date received
Received by
Customer Code
ADV Invoice No

Return No.	Supplier Code
GRN No.	Supplier RMA No.
RTN Supplier Tracking No.	RTN Customer Tracking No.
Completed by	Date completed