



Videcon PLC
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COMPANY NAME ACCOUNT NO TEL NO FAX NO / E-MAIL	OFFICE USE ONLY
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REQUEST FOR RMA NUMBER

Before we can accept the return of items, we must issue you with an RMA number, for traceability. Please complete all sections and fax it back to us on **(01924 528005)**. We will then ring you with any queries and fax you an RMA number which must be clearly marked on the **outside** of each package you send back to us. **We regret that any item received by us without the relevant RMA number shown will be returned unopened.** Please make all reasonable checks before returning claimed faulty item(s) to satisfy yourself that the item is definitely faulty.

PRODUCT CODE	SERIAL NUMBER	QTY	OUR REF. NO/INV	FAULT (“Not working”, “faulty” & “not required” are not acceptable)	REQUESTED ACTION

PLEASE MAKE SURE ALL BOXES ARE FILLED IN

I have read and agree to the conditions stated below. Please issue an RMA number.

Where goods are returned to us incomplete or without all packing and accessories, the repaired or replaced item will be returned in the condition received. Where a replacement has been sent in advance of return, I understand a credit cannot be issued in the event of returning incomplete goods.

Signed on behalf of the Customer:.....
 Name: (Please print)
 Date:

In accordance with our conditions of sale please note:

1. We will make a 15% re-stocking charge (minimum £10) except in the following circumstances
 - Goods returned within 14 days of purchase, in new and unused condition in original packaging.
 - Goods returned with the express written authorisation of the company.
2. Items which are found to be faulty will be repaired or replaced at the discretion of the Company. In either case the warranty will not be extended beyond the original expiry date.
3. We are under no obligation to credit faulty items. Our liability is limited to repairing or replacing the faulty item. Goods not found to be faulty will be returned to you at your cost.
4. Goods ordered specially at customer's request will not be credited under any circumstances.
5. The company reserves the right not to take any remedial action in respect of faulty goods where the customer's account is not in order.

THIS FORM MUST BE RECEIVED BY 3PM IF AN AWR IS REQUIRED NEXT DAY.



NATIONAL SALES
 FREEPHONE
 0800 3160209

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Videcon PLC
 Registered in England
 And Wales
 No. 3085668

 V.A.T. number
 640 7162 57

 Consumer Credit Licence
 Number 402123