



For Official Use Only	
RMA No.	
Authorised by	
Date	

Returns Address : Returns Dept, Unit 18 Thrales End Farm, Thrales End Lane, Harpenden, Hertfordshire, AL5 3NS

Request RMA (Return Material Authorisation)

Please fax signed copy to **0870 421 5411** or include a copy of this form with equipment to be returned.

Contact Information	
Contact Name	
Company Name	
Contact Telephone Number	
E-mail Address	

Order Information	
Order Date	
Order Number	
Invoice Date	
Invoice Number	
Invoice Address	
Post Code	

Product Information	
Vendor (<i>i.e. Cisco</i>)	
Part Number (<i>i.e. cp-7940G</i>)	
Quantity	
Reason for Return	
Serial Number	

Returns will not be accepted without a valid returns number.

We will contact you within 72 hours to confirm your returns number and course of action to return the goods to us.

Returning certain items will incur a restocking fee. You will be advised of this fee prior to the goods being returned to us. Returning the goods means you will accept the fee as explained with your returns authorisation number. All accessories, power leads, manuals etc. must be present otherwise your return may be refused, or an administration/restocking fee may apply.

Goods must be returned in a re-saleable condition, undamaged and in their original packaging which must remain unmarked.

Returning goods will be your responsibility. We cannot be held liable for any damage caused during transit back to us. We always recommend using a courier so you items can be tracked.

I acknowledge I have read the terms and conditions above :

Signed	Name	Position	Date