

# RETURN REQUEST FORM

Returns Number	
Manager Confirmation	

## PLEASE READ THE FOLLOWING GUIDELINES FOR RETURNING PRODUCTS

**Your product doesn't work or is incompatible?** The quickest route is almost always for customers to contact the manufacturer directly. Check the manual and call the manufacturer as most issues require only minor adjustments / software downloads. Having contacted the manufacturer make a note of the call reference number they will provide. If the manufacturer recommends returning the product to Upgrade Options, please ensure you have their call reference number which will enable us to process your query without unnecessary delay.

**Returning your product.** Please complete this form and fax or email it to the contact details below. We will then contact you with a returns number. **Only goods with this authorised return number clearly marked on the outside of the packaging can be accepted.**

Please note that a restocking fee of 20% may be applicable. Goods are not sold on a trial basis. Loan products are not supplied for goods under repair. We are not liable for any consequential loss or expenses, however caused, including incidental return cost.

Static sensitive devices must be packaged in appropriate anti-static bags, otherwise warranty may be voided. Items defaced in any way e.g. additional labels or markings on product or its original packaging which cannot be easily removed, will jeopardise the RMA validation. All products returned for credit must be in a fully re-sellable condition (U.O. will determine if the product is in an re-sellable condition)

**All RMA numbers are valid for 14 DAYS from the date of issue.**

**Fault descriptions must be comprehensive, please use additional sheet if necessary.**

Product returned under warranty is subject to investigation by the manufacturer.

Any discrepancy with your order must be reported within 72 hours.

Dead on Arrival products must be reported within 72 hours.

## ONLY GOODS WITH A VALID RETURNS NUMBER CAN BE ACCEPTED

CUSTOMER NAME **		PRODUCT PART NUMBER **	
COMPANY		QUANTITY **	
DATE		SERIAL NUMBER IF APPLICABLE	
TELEPHONE		MANUF CALL REFERENCE NO. **	
EMAIL **		REASON FOR RETURN. (detailed description) **  Refund <input type="checkbox"/> Replacement required <input type="checkbox"/>	
ACCOUNT or CUSTOMER NUMBER **			
INVOICE NUMBER			

\*\* Required information

A comprehensive list of manufacturer's customer support numbers and email contacts can be found online at <http://www.upgrade.co.uk/care/ccare.asp>

PLEASE SEND YOUR RETURNED ITEMS TO



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