

CUSTOMER RETURN FORM (RMA)

BEFORE COMPLETING THIS FORM, PLEASE REFER TO OUR TERMS AND CONDITIONS OF SALE REGARDING WARRANTY AND RETURNS POLICIES

RE-STOCK FEES APPLY TO THE FOLLOWING

**RESTOCK CHARGE: MINIMUM OF 20% OF ORIGINAL PURCHASE PRICE
(WITH A MINIMUM CHARGE OF £20)**

- **Customer ordered incorrectly/cancelled order (RMA issued at Enterprise Hardware's discretion)**
- **Product no longer in original sale condition (RMA issued at Enterprise Hardware's discretion)**
- **Product returned due to malfunction, but tests as working (credit issued at Enterprise Hardware's discretion)**
- **Credit value is determined at the time the product is received into Enterprise Hardware's warehouse and not upon issue of the RMA**

RETURN OF GOODS

- **Enterprise Hardware must be notified of all incorrect deliveries within 3 working days of receipt**
- **The product must be adequately packed and the RMA number clearly displayed without marking the original packaging**
- **The product is in its original packaging**
- **Under no circumstances will Enterprise Hardware accept the return of product that was specifically ordered for a customer**
- **The product must be returned within 7 working days of issue of RMA**
- **Enterprise Hardware reserves the right to refuse credit if the product is not in a satisfactory condition**
- **Customer error returns must be unopened and returned via customer's own carrier**



CUSTOMER RETURN FORM (RMA)

YOUR DETAILS

COMPANY NAME

CONTACT NAME

TEL NO. EMAIL

ORDER DETAILS

INVOICE NO. YOUR REF

PRODUCT DETAILS

ITEM ONE

PART NO. SERIAL NO.

QUANTITY CONDITION

REPLACE OR CREDIT

REASON FOR RETURN, IF FAULTY EXACT DETAILS REQUIRED. PLEASE INCLUDE TEST REPORT.

ITEM TWO

PART NO. SERIAL NO.

QUANTITY CONDITION

REPLACE OR CREDIT

REASON FOR RETURN, IF FAULTY EXACT DETAILS REQUIRED. PLEASE INCLUDE TEST REPORT.

ITEM THREE

PART NO. SERIAL NO.

QUANTITY CONDITION

REPLACE OR CREDIT

REASON FOR RETURN, IF FAULTY EXACT DETAILS REQUIRED. PLEASE INCLUDE TEST REPORT.

AGREE TO TERMS & CONDITIONS

SIGNATURE DATE

RETURN TO RMA@ENTERPRISEHARDWARE.CO.UK