

**RETURNS FORM**

**\*\* All returns must be accompanied by this form, COMPLETED IN FULL. These guidelines will be strictly adhered to. If form is not completed in full, items will be returned to you and no credit will be provided\*\***

**\* Return address – Attn: Returns, 23 Carl Court, Hallam, Victoria, 3803**

**\*ALL returns must also be accompanied by the appropriate Remote King Invoice. If Invoice or invoice number are not included, items will be returned to you and no credit will be provided\***

DATE: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

INVOICE No: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

CONTACT No: \_\_\_\_\_

**ITEMS BEING RETURNED**

QTY	PRODUCT CODE	COST	REASON CODE	ACTION CODE

**REASON FOR RETURN**

- (1) Ordered wrong product (incurs a 30% re-stocking fee)
- (2) Wrong product/s sent
- (3) Product/s damaged in transit
- (4) Customer Warranty Claim – attach copy of customer receipt showing date and product/s purchased
- (5) Faulty (please specify)
- (6) Ordered via phone/sms/web and wrong product ordered (incurs a 30% re-stocking fee)
- (7) Other (please specify)

**ACTION RQUESTED**

- (R) – Replacement
- (C) – Credit Note
- (M) – Maintenance Required

**RETURNS POLICY – effective 01.06.2018**

**NO** credit will be given for product returns received after 14 days from date of invoice. All returns must be in saleable condition and in original packaging. Returns are at customer’s cost and may incur a re-stocking fee of 30%.

**WARRANTY CLAIMS**

All products come with a 12-month warranty from date of purchase. Products returned as faulty will be tested by Remote King prior to a credit being issued. Warranty will not apply to defects which are attributable to any action, omission or neglect of the customer.

➤ Please note: the processing of credits may take up to 2 weeks from receipt of goods.