RETURNS FORM

- Please fill in this form with the details of your items and the reason for returning.
- You must fill in Order Numbers to ensure your exchange/refund is completed quickly.
- If you are returning more than one order number please fill in each order number in the space provided.
- Unused products may be returned within 14 days from your purchase date. Products must be unused in original condition, original packaging and with all seals intact. Complete this form and include a copy with your parcel, postage cost will **not** be covered by ADK Security and responsibility is with the customer until received by us. Products which do not meet this criteria will be rejected, if a redelivery is required a postage cost of £5+vat will be applied.
- Faulty products may be returned within 14 days from your purchase date for a refund. In addition you have a full 12 months warranty on all non consumable purchases. If your purchase is faulty, complete this form and email one copy to **sales@adk-security.com**, a second copy must be printed and included with your products. We will raise a parcel label which can be used to return the parcel free of charge. **Products received which are tested to have no fault will incur a £12+vat charge to cover collection and redelivery costs.**
- Include all original packaging, components and any promotional items received. Repackage the goods to avoid damage and to ensure products are received in original condition.
- Add your order reference or invoice number to the outside of your parcel.
- Please retain proof of posting until refund has been received.
- If you'd prefer to return your products in person, complete this form and simply return in store.

FULL NAME			
ADDRESS		POST CODE	
TELEPHONE NUMBER		EMAIL ADDRESS	

ORDER NUMBER	QUANTITY	PRODUCT CODE	PREFERRED OUTCOME CODE	RETURN REASON CODE	FAULT DESCRIPTION

TOTAL QUANTITY:

Please give your prefered outcome:

EX Exchange/Repair
RE Refund

Please give your reason(s) for returning each item, using the key below:

A Faulty   **E** Ordered to Compare
B Wrong Size   **F** Incorrect Item Received
C Wrong Colour   **G** Arrived Late
D Not Compatible **H** Other