

Returns Authorisation Request



Tel : 0871 971 0001

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www.redcatdistribution.co.uk

sales@redcatdistribution.co.uk

Please complete and return this form by fax or e-mail.

To help us process your returns request, please provide as much accurate information as possible.

Company Name

Contact Name

e-mail address

Telephone No.

Fax No.

Date Rec'd	Make / Model No	Serial No	Qty	Reason for Return	Action Required	Our Invoice No	Returns Ref

Terms & Conditions

A returns reference number will be issued on receipt of the completed form. If you have not received a returns reference number within 24 hours, please contact us.

On receipt of the returns reference number, please...

- 1) package all items as originally supplied, or in a suitable manner, to avoid damage
- 2) clearly mark the returns reference number on the outside of the package
- 3) return goods to the address below, if collection has not been agreed

Components will be replaced with bare parts, ie. retail boxes, associated cables, manuals, driver disks etc will not be replaced. The DOA period for parts is 14 days. Red Cat Distribution will not be liable for any damage sustained during transit caused by inadequate packaging. In such instances, you will be contacted at the earliest opportunity. If it is evident that faults or damage to components have been caused through mis-use, or mis-adventure, Red Cat Distribution is entitled to reserve the right to issue a "free of charge" replacement. Charges will be applicable if hardware is returned and found not to be faulty.

I accept that items found not to be faulty will be rejected for reimbursement. (please acknowledge your acceptance of this by signing below)

Signature

Print Name

Date