

## RETURNS FORM

- \* All returns must be accompanied by this form, completed in full
- \* Return address – Attn: Returns, Factory 1, 28 Vesper Drive, Narre Warren, Victoria, 3805

**COMPANY NAME:** \_\_\_\_\_ **ACCOUNT NO :** \_\_\_\_\_

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

**INVOICE NO :** \_\_\_\_\_ **DATE OF INVOICE:** \_\_\_\_\_

### ITEMS BEING RETURNED

QTY	PRODUCT CODE	COST	REASON (see below)	ACTION (see below)

### 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) Other (please specify)

### ACTION REQUIRED

(R) – Replacement  
 (C) – Credit Note

### RETURNS POLICY – effective 1/7/15

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 will incur a re-stocking fee of 30%.

ALL returns must be accompanied by the appropriate Remote King Invoice.

### 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.

### THESE GUIDELINES WILL BE STRICTLY ADHERED TO