

# RETURN REQUEST FORM

Upgrade use only

RETURNS NUMBER	
MANAGER CONFIRMATION	

## PLEASE READ THE FOLLOWING GUIDELINES FOR RETURNING PRODUCTS

**Your product doesn't work or is incompatible?** The quickest route is almost always for customers to contact the manufacturer directly. Check the manual and call the manufacturer as most issues require only minor adjustments / software downloads. Having contacted the manufacturer make a note of the call reference number they will provide. If the manufacturer recommends returning the product to Upgrade, please ensure you have their call reference number which will enable us to process your query without unnecessary delay.

**Returning your product.** Please complete this form and fax or email it to the contact details below. We will then contact you with a returns number. **Only goods with this authorised return number clearly marked on the outside of the packaging can be accepted.**

Please note that a restocking fee of 30% may be applicable. Goods are not sold on a trial basis. Loan products are not supplied for goods under repair. We are not liable for any consequential loss or expenses, however caused, including incidental return cost.

Static sensitive devices must be packaged in appropriate anti-static bags, otherwise warranty may be voided. Items defaced in any way e.g. additional labels or markings on product or its original packaging which cannot be easily removed, will jeopardise the RMA validation. All products returned for credit must be in a fully re-sellable condition (U.O. will determine if the product is in an re-sellable condition)

**All RMA numbers are valid for 14 DAYS from the date of issue.**

Fault descriptions must be comprehensive, please use additional sheet if necessary.

Product returned under warranty is subject to investigation by the manufacturer.

Any discrepancy with your order must be reported within 72 hours.

Dead on Arrival products must be reported within 72 hours

## ONLY GOODS WITH A VALID RETURNS NUMBER CAN BE ACCEPTED

CUSTOMER NAME		PRODUCT PART NUMBER	
COMPANY (IF APPLICABLE)		QUANTITY	
DATE		SERIAL NUMBER	
TELEPHONE		MANUFACTURERS CALL REFERENCE NO	
EMAIL		REASON FOR RETURN (detailed description)	
ACCOUNT OR CUSTOMER NUMBER		REFUND <input type="checkbox"/>	
INVOICE NUMBER		REPLACEMENT REQUIRED <input type="checkbox"/>	

All fields must be completed

A comprehensive list of manufacturers customer support numbers and email contacts can be found at [www.upgrade.co.uk/product-support.html](http://www.upgrade.co.uk/product-support.html)



In support of



PLEASE SEND YOUR RETURNED ITEMS TO:  
Upgrade Options Ltd, Oak, Greenhills Rural Enterprise Centre, Greenhills Estate, Tilford, Surrey, GU10 2DZ  
Fax +44 (0) 871 2311913 | Email [customerservices@upgrade.co.uk](mailto:customerservices@upgrade.co.uk) | Web [www.upgrade.co.uk](http://www.upgrade.co.uk)