

record direct Returns Form

Record Returns Case No.	
Date returned	
Company Name	
Original order Ref	
Original order Date	
Contact name	
Address	
Post code	
Tel	
Fax	
Email	

Part No	Part description	Qty	Original Invoice No	Credit (Y/N)	Repair or replace	Description of Fault

Please ensure this form is fully completed and includes the **record direct returns case number**, otherwise we will be unable to accept any returns.

Return stated goods clearly labelled with the record Returns Case No. to:

record direct
Unit 4 Brickfields Industrial Estate
Finway Road
HEMEL HEMPSTEAD
Herts, HP2 7Q

Please note:

- Physically damaged items will not be covered by record direct's return or warranty process
- If an identical product is unavailable record direct reserve the right to supply an equivalent
- Non fault items will incur a 20% restocking fee
- Goods must not have been installed if they are being returned as working (this excludes warranty claims)
- Goods returned as unused must be in "as new condition" with all relevant paperwork, fixings and accessories
- Goods must be returned within 21 days of receipt or all warranty and refunds are deemed void.