

PRODUCT RETURNS FORM

S1 - YOUR DETAILS:

Company Name:

Contact Name:

Contact:

Company Address:

Postcode:

S2 - INVOICE DETAILS:

Invoice Number:

Invoice Date:

Our Product Code:

Product Name:

S3 - VEHICLE DETAILS:

Vehicle Make:

Vehicle Model:

Vehicle Reg:

Other Details: (e.g. Alarm/ No Alarm/ Fogs/ No Fogs*)

S4 - PRODUCT ISSUE:

Incorrect Product Sent

No Longer Required

Battery Fault

Will Not Program

Damaged

Other

If Other, Please Describe:

S5 - DESCRIBE ISSUE:

Please describe any issues you have had with your product(s): **If the product does not program into the vehicle, please describe any programming procedures taken.**

Replacement Received

Replacement Required

Credit Required

All returns must be sent to the following address for the attention of the person dealing with your return. If you have not contacted anybody regarding the return please put FAO Returns;

Unit 2, Core 27, Evo Park, Little Oak Drive, Sherwood Business Park, Annesley, Nottingham, NG15 0EB

Although you may deem the product to be faulty this may not be the case. On occasions wrong programming procedures are used (even when using manuals). If programming procedures are not given, we may not be able to process your return until further information is given. Any credits given will be on your next invoice and any replacements required will be sent as soon as your return is processed. Any SPECIAL ORDER keys/remotes cannot be returned as 'no longer required'. Any faulty special order items will be replaced and not refunded. Items returned as 'no longer required' will only be credited for the product value on the invoice and should be returned within 28 days of receipt of the order. 3D Group charge £2.50 per product line for returned items as 'no longer required'.

Full Name: Signature: Date:

Unit 2, Core 27, Evo Park,
Little Oak Drive,
Sherwood Business Park,
Annesley, Nottingham, NG15 0EB

W: www.3dgroupuk.com

P: +44 (0)115 941 5333

E: enquiries@3dgroupuk.com

3D Group is a trading name of A&D Computers Ltd / Registered Address: Unit 2, Sherwood Business Park, NG15 0EB / Registered in England & Wales No. 04788888 / VAT Registration No. 764 4079 13