

Please make sure you include the SERIAL NO. We cannot issue the RA number until we have this information

SOS COMMUNICATIONS
CUSTOMER RETURNS
Unit 1 Lawson Hunt Ind. Park
Broadbridge Heath
Nr. HORSHAM
West Sussex
RH12 3JR

Company Name: _____

Contact Name: _____

Telephone No: _____

Fax No: _____

R A no.

Postcode: _____

A/C no.

Document No.

Delivery Date

ITEM FOR RETURN QTY SERIAL NO. Reason for return/details of fault

<u>ITEM FOR RETURN</u>	<u>QTY</u>	<u>SERIAL NO.</u>	<u>Reason for return/details of fault</u>

- Please return the completed form to our Customer Service Dept. fax no. **0870 600 3 505**.
- When the details have been checked we will issue a Return Authorisation no. Goods must be returned within 7 days of the RA being issued.
- The RA number must be clearly visible on the outer packaging. Parcels received by our Goods-In department that cannot be easily identified will not be accepted. All goods must be returned as supplied, including cables, leads, power supplies etc. (The product box must be returned in perfect condition)
- Please complete this form in full. If essential details are missing this may cause a delay.
- Where no fault is found or where goods have been returned because they were ordered in error, there will be a 20% handling charge and the original carriage costs will not be refunded. (This applies to 2nd User Equipment only)

ADVANCE REPLACEMENT

SOS Communications has an 'Advance Replacement' policy whereby replacement goods can be sent out immediately where goods are found to be faulty within 10 days of receipt. If you require an advance replacement, please tick the above box. One of our engineers may contact you if they believe it's a problem they can help with, otherwise an advance replacement will be sent out a.s.a.p. Where an advance replacement has been sent, but the goods returned are different from listed above, no credit will be issued and the customer will be liable for both items. Please take care, therefore, to return the correct item.

Signed..... Print Name Date

Office Use Only

Credit authorised by Repair Warranty Authorised by AR Authorised by