



UNIT 22, GROSVENOR WAY,  
 LONDON, E5 9ND  
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## RETURN MERCHANDISE AUTHORIZATION REQUEST

CUSTOMER NO.....

NAME:.....

COMPANY NAME:.....

ADDRESS:.....

CITY:.....

POSTCODE:.....

TEL. NO.....

MOBILE NO.....

EMAIL ADDRESS:.....

S.O. NO.....

INVOICE NO.....

HOW DID YOU MAKE YOUR PURCHASE:

( ) CHEQUE

( ) BACS

( ) CREDIT CARD NO..... EXP. DATE..... SEC. NO.

( ) DEBIT CARD NO..... EXP. DATE..... VALID FROM..... ISS.....

NAME ON CARD.....

BILLING ADDR

Do you have all the original packaging material in a new and resaleable condition?

( ) YES

( ) NO

### Returns and Exchange Information Policy:

After 30 days all sales are final.

All goods must be examined on receipt and any damage or discrepancy reported to the Company within 3 working days in order for the Customer to be entitled to make a claim for credit. In such a case all damaged goods must e returned within 7 days. The company do not accept the return of goods without giving prior consent.

Qty	Item Code	Item Description	Refund/Exchang	Reason for return
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	
			( ) Refund ( ) Exchange	

**More Details:**

In order for an item to be exchanged or refunded, it must be new and in a re-saleable condition unless you received it damaged.

Please answer yes or no for the following:

The item is in 100% new and resaleable condition: ( ) Yes ( ) No

The item has scratches: ( )Yes ( )No

The item is damaged: ( ) Yes ( ) No

The item has been used: ( ) Yes ( ) No

The item is dirty: ( ) Yes ( ) No

The item has all the original packaging material: ( ) Yes ( ) No

I will return the item via: ( ) Royal Mail recorded ( ) Hand Deliver ( ) Other:.....

Please note we are not responsible for returns getting lost or damaged.

**Terms and Conditions of Sale and Returns**

1. Delivery dates are approx. subject to normal variations customary in the industry and unforeseen delays. Seller shall not be liable to Customer for any delay which is directly or indirectly the result of any cause beyond Seller's reasonable control, including without limitaion, fire, flood, accident, acts of God, governmental interference, labour difficulties, disruption in materials or supplies, actions or omissions of suppliers or transportation delays.
2. Customers may cancel any orders before the order has been processed. Cancellation requests after we have shipped and before customer has received products will be charged carriage fees. The customer must then return the product freight pre-paid with the original packaging unopened to receive a full refund on the goods minus freight.
3. All goods must be examined on receipt and any damage or discrepancy reported to the Company within 3 working days in order for the Customer to be entitled to make a claim for credit. In such a case all damaged goods must be returned within 7 days.
4. Under no circumstances will custom made products be returnable.
5. Title in all Goods supplied by the Company shall vest in the Company until the Company has received full payment.
6. Whilst delivery dates are given in good faith, we cannot accept any responsibility for strikes, accidents or delays in transit.
7. RMA numbers are valid for 7 days.

**I agree to the above Terms and Conditions ( ) Yes ( ) No**

Name.....

Signature.....

Date.....

Note. Submit this form and please wait for our reply. For further questions, please call us on 0870 879 1030 9-5.30pm Mon-Thurs, 9-3pm Fri