

## RMA Returns Form

<b>Ebay User Name</b>	
<b>Name</b>	
<b>Address</b>	
<b>Telephone number</b>	
<b>Email Address</b>	



ReenuOnline  
The Business Centre  
Edward Street  
Redditch  
B97 6HA  
ebay@reenuonline.co.uk

## **THIS FORM MUST BE SENT WITH ANY RETURNS**

<b>Ebay Item Number</b>	
<b>Date Of Purchase</b>	
<b>Item description</b>	
<b>Fault ?</b>  Please be as detailed as possible	
<b>Solution ?</b>	REPLACEMENT      REFUND

### Warranty Terms & Conditions:

1. Any shipping costs incurred in returning product to ReenuOnline is the customer's responsibility.
2. Goods will not be accepted from the carrier unless clearly marked with Reenuonline
3. Warranty will be void unless returned in suitable packaging and returned complete as it was originally supplied.
4. Your RMA request will not be actioned unless the request form is completed in full
5. The product must be returned within 14 days from the date of purchase
6. The RMA number is only issued for the goods stated above
7. We reserve the right to credit or replace faulty units with a product of equal or greater specification.
8. All products will be inspected for shortages; these will be noted and may be deducted in the case of a credit.
9. No credit or replacement will be given for units that have been physically damaged
10. We reserve the right to return any no fault found products
11. By submitting an RMA request using this form you are agreeing to the terms and conditions stated above
12. All items should be returned by a similar postal service as when it was received. If things are lost in the post, we cannot be held responsible.