

# Returns Form

## Terms and Conditions

### Returned Goods

Goods returned for credit will only be accepted if they are in their original boxes, complete with instructions etc., undamaged and considered resalable to avoid incurring additional charges. We cannot accept any special or engraved panels as returns for credit, this includes items which are not standard stock. Minimum inspection and restocking fees will be charged according to the following time frames.

Within 30 Days . . . . . 10%

Within 60 Days . . . . . 20%

Within 90 Days . . . . . 30%

Under no circumstances, will items older than 90 days, be accepted as returns for credit.

A minimum handling charge of £30 will be charged for all goods returned for credit at our discretion.

### Advance Replacement

Replacement items for goods not manufactured by Door Entry Direct Ltd will only be arranged after prior agreement with the manufacturer. The warranty on all goods supplied by Door Entry Direct Ltd is on a return for repair basis and not to send out advance replacements. At our discretion and only to credit account holders Door Entry Direct Ltd may agree to send out advance replacements though this service is not to be expected. Door Entry Direct Ltd shall not be liable in any way for failure of any product supplied. In particular Door Entry Direct Ltd shall not be liable for labour costs involved in replacing faulty items or fault finding. Advance replacements are supplied on the understanding that the original goods will be returned within 14 days of issue. If the original goods are not returned with 14 days then the invoice covering the advance replacement goods will become due and no credit note will be issued.

### Repairs

Goods returned for repair must be accompanied by The Company's Returns Form indicating the nature of the suspected defect, showing clearly the returnee's full name and address and giving proof of purchase from Door Entry Direct Ltd. Repair charges will be incurred for any goods returned outside the manufacturers warranty period, goods damaged through misuse or goods returned as faulty for which no fault is found. Minimum product testing fee £30.

### Please complete ALL (\* compulsory fields)

Company Name *	Customer Account No*	
Customer Name *	Product Code*	Quantity*
Telephone No.*	Invoice No *	

### Action required\* (tick box)

Credit       Repair in warranty       Repair out of warranty

### Reason for return\*

I have read and fully understand the terms and conditions

Sign\* \_\_\_\_\_ Print \* \_\_\_\_\_ Date\* \_\_\_\_\_

### Official Use

Date received
Received by
Customer Account No
ADV invoice No

### Technical Use

Return No	Date
Supplier ref. No	
GRN No	
Completed by	Date completed