Request For Returns Authourisation

Ideal SOFTWARE & SYSTEMS

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RETURN GOODS TO Ideal Software
Unit 48 Tyne Road
Middlefield Ind. Est. Sunderland Road
Sandy , Bedfordshire, SG19 1SA

CUSTOMER NAME

ADDRESS

CONTACT

TELEPHONE

FAX

DATE

COURIER TO BE USED

DESCRIPTION	*FORMAT*	*QTY*	*MINT*	*FAULTY*	*FAULT DESCRIPTION*	*INVOICE NO.*
Full Description Needed	PS2,PCCD, ETC		Mark With "X"		Full Fault Report Needed	

CONDITIONS :

1.....IDEAL SOFTWARE RESERVES THE RIGHT TO REFUSE GOODS WHERE THE RA DIFFERS FROM THE GOODS SENT

2.....WE CANNOT TAKE ANY RETURNS WHICH HAVE SUFFERED SCRATCHES OR DAMAGE TO THE MEDIA SURFACE OR PRODUCTS WHICH ARE MORE THAN 3 MONTHS OLD.

3.....THIS FORM NEEDS TO BE FILLED IN COMPLETELY FOR US TO RELEASE A FULL RETURNS AUTHORISATION

4.....ALL PRODUCTS MUST BE RECEIVED BACK IN THERE FULL ORIGINAL PACKAGING

5.....THE CUSTOMER IS RESPONSIBLE FOR RETURNING THE GOODS

6.....ALL DAMAGED PRODUCT MUST BE REPORTED WITHIN 7 DAYS OF PURCHASE

7.....VERY IMPORTANT

I HEREBY AGREE TO THE TERMS OF THIS RA. FORM

SIGNED	NAME	POSITION
.....	.....	.....

ALL ITEMS SENT BACK AS FAULTY WILL BE TESTED, IF WE FIND THE ITEMS NOT TO BE FAULTY THEY WILL BE SENT BACK TO YOU THE CUSTOMER & ANY COST INCURRED CHARGED TO THE CUSTOMER, OUR FAULT DIAGNOSIS WILL BE FINAL. WE WILL NOT CREDIT ITEMS THAT SEEM TO HAVE BEEN USED FOR A PERIOD OF TIME.