

Please keep the couriers consignment number/receipt safe for traceability of your product



Unit 5, The Fulcrum Centre, Vantage Way, Mannings Heath Road, Poole, Dorset, BH12 4NU

## RETURNS FORM

email:

jonathan.clinton@linsar.com

contact@linsar.com

helpline: 0845 555 1101

**Please provide a copy of the receipt with this document**

Date Product is Available to Collect

/ /

RMA Number:	RMA - _ _ _ _ _		
Linsar Acc or CIH no:		Email:	
Company Name:			
Collection Address:			
Delivery Address:			
(Tick if same)	<input type="checkbox"/>		
Contact Name:		Telephone No.:	

### PRODUCT

Linsar Model No.:													
Serial Number:	SN: -												
Fault Description (Please specify timeframe before fault occurrence):													
Date of purchase:	/	/	Registered for Guarantee? (Y/N)		Policy No.								

### REPLACING THE PRODUCT:

Please enter the information applicable below for updating the customers guarantee.

Please note that if the fault has developed after the first year of guarantee it will be a repaired under warranty. The customer must have a valid guarantee policy for a repair to take place.

Replaced from your stock	Y / N	Linsar Model:		SN:-	
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Please tick:

To be replaced with new stock sent from Linsar	<input type="checkbox"/>	Repair under warranty	<input type="checkbox"/>	No replacement for customer	<input type="checkbox"/>
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\*Replacement only\* For products sent back to us with missing items (see page 2 for further details) please tick if you would like to receive the replacement less missing items. No tick will indicate you would like to have the appropriate charge made to your account.

Please allow up to **5 working days** for your product to be collected via our courier. If your product has not been collected after this time please contact our helpline.

If you are a CIH member, please do not raise a credit memo at this point. You will be contacted by our accounts department if this is necessary.

**Important:**

**Please have your product suitably packaged for transit and fully sealed.  
Products damaged in transit as a result of poor packaging will be rejected.**

Version 04.15

### Best Practice Guide for packaging TV's to be repaired

1. Select an appropriate sized box for the TV and one in a good condition
  2. Place lining at the bottom of the box (size appropriate poly is ideal - 2 layers of bubble wrap acceptable)
  3. Place TV cover sheet over the TV - If this is not possible then bubble wrap side to side (2 layers on screen)
  4. Cover the top of the TV in appropriate sized poly (2 layers of bubble wrap is acceptable)
  5. Double tape the top of the box and double tape the bottom
- DO NOT put transit label over the taped section of the box (on the top)
- DO NOT use shredded paper/foam chips as packing material as these are time consuming to remove

### Important information

Please allow up to 7 working days from receipt of product for your return to be processed.

Please ensure a completed returns form and receipt are supplied to us as we won't be able to replace or return a product without seeing proof of purchase

Please give us as much detail as you can about the fault.

Please note that software updates are not considered to be faults or faulty components. They can be performed by end customers, therefore any products that can be cured by a software update or are no fault found will be returned to you as is.

Please let us know what needs to be done with regards to the customer's guarantee (see Replacing the product)

Please include all accessories with any TV returned for replacement or credit should you be unable to provide these, please specify whether you would like to receive the replacement less missing items or have the appropriate charge made to your account. Should you wish a credit this will be made less the cost of the replacement accessories. This measure has become necessary in order to keep our prices to you as low as possible and is an industry standard policy.

The accessories include the following:

Remote control

TV stand (including any screws and attachments if applicable)

Instruction book

Composite lead

Power adaptors (if applicable)

Wifi dongle/USB extension lead (if applicable)

You must package the TV in a way it will not be damaged in transit, ideally in its original box/packaging. Any damage caused due to inadequate or poor packaging is not covered under the guarantee.