



CFA Trading Ltd
 Technology House,
 Technology Road
 Poole, BH17 7DA
 Email: admin@cfatrading.co.uk
 Tel: 0333 666 7771

Customer Product Return Request Form

Purchase Details

Customer Details

| | | | |
|---------------------|--|--------------------------|---|
| Company Name | | Contact Email | |
| Contact Name | | Contact Telephone | |
| Address | | | <i>Please ensure that the returns number is clearly marked on the outside</i> |
| | | | |
| | | Date of Request | |

RMA Details

| Part Number | Serial Number | Qty | Reason for Return | CFA Warranty Number | Purchase Date | PO Number |
|-------------|---------------|-----|-------------------|---------------------|---------------|-----------|
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Terms & Conditions of Product Return

The above information **MUST** be completed before an RMA number is issued, including a reason for return. The use of "DOA and Faulty" are NOT adequate descriptions.

No product will be accepted without a valid RMA Number.

All goods should be returned in the original retail packaging along with all the original content.

Defaced or damaged product/packaging maybe refused or be subject to a 20% restocking fee.

RMA numbers are valid for 14 days from date of issue and under NO circumstances will any return be accepted after this period has expired.

All faulty products will be tested either in house or by trained professionals to confirm the faults detailed in the RMA request exist. If the tests find that the faults are not as stated and/or the hardware is in good working condition then the customer will be liable for the testing charges and the cost of returning the unit back to the customer.

TCO Contact Details

Please contact either the Returns Administrator or your Account Manager for all queries and updates concerning your Returns Request.

Email. admin@cfatrading.co.uk

To be completed by Returns Administrator

| | | | | | |
|-----------------------------------|--|---|--|-------------------------|----------|
| RMA No. issued date: | | Collected by: | | Tracking Number: | |
| RMA product received date: | | RMA product returned to supplier date: | | | |
| RMA closed date: | | Re-Stocking Fee applied | | YES / NO | % |