

# Returns Application Form

dell factor ltd.



✉ returns@dellfactor.co.uk

☎ 01902 305111

Fax : 01902 384700

dell factor ltd. Merrills Hall Lane, Wednesfield, Wolverhampton, WV11 3QW.

Please complete ALL sections below, using **BLOCK CAPITAL LETTERS** or **TYPEFACE**. Completed forms should be returned by fax to **01902-384700** or emailed to **returns@dellfactor.co.uk**. To ensure prompt notification of the outcome of your application, please provide an email address or fax number where you can be contacted. Forms that are incomplete, unreadable, or that do not conform to the dell factor ltd returns policy cannot be processed. Please contact the **dell factor ltd sales office** on **01902 305111** to order any replacement items as this will not happen automatically via this form.

<h2 style="margin: 0;">Good Stock</h2> <p style="margin: 0;">Please tick as appropriate</p> <p style="font-size: small; margin: 0;"> <b>Good Stock Returns within 7 Days:</b> If you wish to return unused goods, we are pleased to offer a 7 day returns policy. Please follow these easy steps to ensure rapid processing and credit of your returned goods. Simply call us to return the product/s in an unused condition and in original packaging within 7 days from date of receipt and we will make arrangements to collect them at the earliest convenience. We aim to issue a full credit of the price of the item/s within seven working days of receipt of the returned goods.         </p> <p style="font-size: small; margin: 0;"> <b>Goods Stock Returns outside of 7 days:</b> Requests for goods to be returned will be discussed on an individual basis. If agreed, there will be a re-stocking fee of at least £25.00 or 25% of the order value whichever is greater. Please note that items which have been opened are NOT considered unused, therefore these are non-returnable. All goods will be inspected and we reserve the right to refuse credit for any item where we consider the packaging unsuitable for re-sale.         </p>	<h2 style="margin: 0;">Faulty/Damaged</h2> <p style="margin: 0;">Please tick and specify which</p> <p style="font-size: small; margin: 0;"> <b>Faulty Goods -</b> If you discover that the product you purchase is faulty before it has been fitted, we may offer a refund subject to manufacturers' inspection. Fitted products will only be accepted for return when the dell factor ltd or the manufacturer authorisation has been granted. Please contact the manufacturer in the first instance to obtain an uplift authorisation reference for their respective products or alternatively the dell factor ltd office in the case of . All Faulty Goods requests must be notified by fax or email. Verbal notification will no longer be accepted.         </p> <p style="font-size: small; margin: 0;"> <b>Damaged Goods -</b> If your goods were damaged in transit, we request that you report it to us within 3 Days. All goods must be inspected on delivery. If the goods are visibly damaged, then it is important to sign for the goods as "Damaged on arrival" or to refuse delivery. Where products are not checked on delivery please ensure they are inspected within 3 Days. If we receive no notification by fax or email within 3 days of delivery, you shall be deemed to have accepted the goods. All Damaged Goods requests must be notified by fax or email. Verbal notification will no longer be accepted.         </p>
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**THIS APPLICATION FORM DOES NOT CONSTITUTE ACCEPTANCE OR ENTER INTO AN AGREEMENT FOR ANY ITEM(S) REQUESTED FOR RETURN UNTIL AUTHORISED AND PROCESSED BY THE COLLECTIONS/RETURNS TEAM.**

Company Name	SECTION A: PLEASE COMPLETE THE FOLLOWING SIX STEPS BY CIRCLING THE APPROPRIATE ANSWER			
Company Contact Name	1) Has the item been fitted?	YES	NO Go to 2	Yes: Please contact the dell factor ltd sales office or the manufacturer for authorisation.
Delivery Note Or Invoice Number	2) Has the Manufacturer been contacted?	YES Go to 3	NO	No: The dell factor ltd sales office or the manufacturer must be contacted if an Item is FAULTY or FITTED
Contact Telephone Number	3) Authorisation from dell factor ltd or the manufacturer?	YES	NO Go to 4	Yes: Please input the dell factor ltd or the manufacturer Authorisation in SECTION B (ALL FITTED items must have AUTHORISATION)
Fax Number or Email Address	4) Are there any parts missing from the item	YES	NO Go to 5	Yes: Please contact dell factor ltd sales office on 01902 305111 to see if part/s can be obtained
Date of Delivery	5) Is the Item suitable for transportation?	YES Go to 6	NO	No: ALL items, Faulty or Damaged must be packaged for transportation
Product Code or Model Number	6) Is the Item available from your premises?	YES Section B	NO	No: Please advise availability: .....

**SECTION B: PLEASE PROVIDE THE MANUFACTURER AUTHORISATION CODE AND / OR CONTACT NAME (For Fitted Items)**

Manufacturer Authorisation	
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Please give a brief description of the nature and location of the fault or damage, including a diagram if necessary

Declaration: I have read and understood the above notes and agree to the dell factor ltd terms & conditions.

Print Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date of Application: \_\_\_\_\_