

Return Authorisation Form

The Security Buying Group can only accept goods back from customers if they are returned with a Return Authorisation Number issued by the company. To receive a Return Authorisation Number, please complete this form and fax it back to Security Buying Group on 0845 389 3124 or e-mail it to info@securitybuyinggroup.co.uk.

1. Customer information.

Company name	<input type="text"/>
Contact name	<input type="text"/>
Telephone no.	<input type="text"/>
Fax no.	<input type="text"/>
Account no.	<input type="text"/>
E-mail	<input type="text"/>

2. Equipment for return.

Part no.	Serial no.
1. <input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>
3. <input type="text"/>	<input type="text"/>
4. <input type="text"/>	<input type="text"/>
5. <input type="text"/>	<input type="text"/>

3. Reason for return. Please tick as appropriate.

Fault or dead on arrival (DOA)	<input type="checkbox"/> Y	<input type="checkbox"/> N
Loan equipment (linked to Purchase Order below)	<input type="checkbox"/> Y	<input type="checkbox"/> N
Incorrectly supplied against order	<input type="checkbox"/> Y	<input type="checkbox"/> N
Incorrectly ordered or not required	<input type="checkbox"/> Y	<input type="checkbox"/> N
Other	<input type="text"/>	

4. Invoice information.

Original invoice no.	<input type="text"/>
Delivery date	<input type="text"/>
Original purchase order no.	<input type="text"/>
Under 3 month warranty	<input type="checkbox"/> Y <input type="checkbox"/> N
Under 3 year warranty	<input type="checkbox"/> Y <input type="checkbox"/> N
Not under warranty	<input type="checkbox"/> Y <input type="checkbox"/> N

Please note the warranty exceptions listed in our terms and conditions of sale

5. Advanced Replacement or Loan Purchase Order number.

Advanced Replacement equipment is issued against a new Purchase Order number. If returned equipment qualifies for our advanced replacement service, the value of this Purchase Order will be credited. If loan equipment is not returned within 28 days, an invoice will be raised.

6. Fault information. Please provide a fault description below, including if it is continuous, intermittent or temperature sensitive.

7. Collection information. Please tick.

You will arrange delivery to Security Buying Group	<input type="checkbox"/> Y	<input type="checkbox"/> N
Security Buying Group will arrange collection	<input type="checkbox"/> Y	<input type="checkbox"/> N
Is the equipment ready for collection?	<input type="checkbox"/> Y	<input type="checkbox"/> N
Contact Name	<input type="text"/>	

8. Collection address. If required.

<input style="width: 100%; height: 30px;" type="text"/>
<input style="width: 100%; height: 30px;" type="text"/>
<input style="width: 100%; height: 30px;" type="text"/>
Postcode <input style="width: 150px; height: 20px;" type="text"/>

9. Signature and date. I accept that a re-stocking fee and carriage may be charged, except on incorrectly supplied equipment, for the following reasons:

i) No fault is found on inspection of returned equipment.
 ii) Equipment is loan or incorrectly ordered.
 I also accept that a re-stocking charge may apply if equipment is not returned in "As New" condition.

<input style="width: 250px; height: 50px;" type="text"/>	Date <input style="width: 100px; height: 20px;" type="text"/>
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Return Authorisation Number.

This must be issued by Security Buying Group Ltd.