



Return of Product Request Form

GOODS ARE NOT SOLD ON A TRIAL BASIS, AND MOST PACKAGES CANNOT BE RETURNED ONCE OPENED

To return a product purchased from QBS Distribution, you must complete ALL questions below.

Please include any additional comments that may assist with obtaining authorisation from the publisher/vendor (whose consent we must obtain) to accept the return.

- We cannot accept software for return unless the publisher/vendor authorises us to do so.
- We can only accept a returned product when we have authorised it with an RMA number.
- We do not refund the original shipping charge.
- Books cannot be returned in any circumstances.
- Accepted returns will incur a 15% cancellation / restocking fee (or £20 whichever is the greater).

PLEASE NOTE: NO RETURNS WILL BE ACCEPTED WITHOUT A VALID RMA NUMBER

To obtain an RMA follow the procedure below:

1. **Fill in the form below IN FULL** - Any omission of details may prevent your Returned Merchandise Authorisation (RMA) being issued. Incomplete forms may result in the return being refused.
2. Once completed, **scan & email** the form and send to our Customer Services department at custservices@qbs.co.uk, or **fax** and send to +44-(0)20-8902-7600.
3. **DO NOT SEND PRODUCT BACK UNTIL CUSTOMER SERVICES HAVE PROVIDED YOU WITH AN RMA NUMBER.**
4. QBSD will process your request as quickly as possible. Delays may occur as the publisher of the item will have to be contacted.
5. Once the RMA has been authorised, it will be emailed to you in PDF format. The RMA is then valid for 10 days. Please keep a copy of this for your reference and place a copy of the RMA with the product you are returning.
6. Boxed products must be returned in the original manufacturer's box and enclosed in secure packaging. Products arriving damaged because of inadequate packaging on your part may result in the cancellation of your RMA and the product will be returned to you.

Provided the return conforms to the above, we may issue a credit note

**ALL FIELDS AND QUESTIONS BELOW ARE MANDATORY.
FAILURE TO FILL THEM IN MAY DELAY YOUR RETURN REQUEST.**

Product(s) to be returned	<input type="text"/>	Quantity	<input type="text"/>
Invoice / Order Number	<input type="text"/>	Date Received	<input type="text"/>
Company Name	<input type="text"/>	Contact	<input type="text"/>
Telephone	<input type="text"/>	Email	<input type="text"/>
Signed	<input type="text"/>	Today's Date	<input type="text"/>

Reason for Requesting Return

Wrong Item / Quantity Received Yes No

Duplicate Order Yes No

Ordered Wrong Product Yes No

Replacement Order? Yes No

Condition of the Product you are returning

Is the Product as New? Yes No

Has the shrink wrap been removed? Yes No

Has the product been installed? Yes No

Is the product envelope/CD seal broken? Yes No

Comments

Additional copies of this form can be downloaded from <http://www.qbsd.co.uk/forms/qbsdReturnsForm.pdf>