



# Return of Product Request Form

**GOODS ARE NOT SOLD ON A TRIAL BASIS AND SOME PACKAGES CANNOT BE RETURNED ONCE THEY HAVE BEEN OPENED.**

If you wish to return a product you have purchased from QBS, please fill out the form below and answer ALL questions. A note explaining your dissatisfaction would be appreciated and will help with getting authorisation from the publisher (whose consent we must obtain) to accept the return. We cannot accept software for return unless the publisher authorises us to do so. We can only accept a returned product when we have authorised it with an RMA number. We will then refund the cost of the item minus a 15% (or £20 whichever is the greater) restocking fee. We do not refund the original shipping charge. Books cannot be returned in any circumstances. In the case of faulty goods please contact our customer service department. To obtain an RMA follow the procedure below.

1. Fill in the form below IN FULL - omission of details runs the risk of delaying your Returned Merchandise Authorisation (RMA) being issued. Failure to complete the form fully may result in the return being refused.
2. Once completed, FAX the form to our Customer Services Department on +44-(0)20-8902-7600. DO NOT SEND PRODUCT BACK UNTIL CUSTOMER SERVICES HAVE PROVIDED YOU WITH AN RMA NUMBER.
3. Customer Services will review your form and, wherever possible, issue an RMA for your return. In the event of a query, they will contact you for more information. Requests will be dealt with as quickly as possible, although some delay may occur as the publisher of the product will have to be contacted.
4. Once the RMA has been authorised, it will be faxed to you. It 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.
5. It is vital that goods being returned are in the original manufacturer's box and enclosed in secure packaging. Please be aware that products arriving damaged because of inadequate packaging on your part may not attract a credit and will be returned.
6. A credit will be raised, provided the return conforms to the above.

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

Product(s) to be returned \_\_\_\_\_ Quantity \_\_\_\_\_

Invoice / Order Number \_\_\_\_\_ Date Received \_\_\_\_\_

Company Name \_\_\_\_\_ Today's Date \_\_\_\_\_

Contact \_\_\_\_\_ Signed \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ e-mail \_\_\_\_\_

**Reason for Requesting Return**  
 Wrong Item / Quantity Received Y / N  
 Duplicate Order Y / N  
 Ordered Wrong Product Y / N  
 Replacement Required? Y / N  
 Additional Information

**Condition of the Product you are returning**  
 Is the Product as New? Y / N  
 Has the shrink wrap been removed? Y / N  
 Has the product been installed? Y / N  
 Is the product envelope/CD seal broken? Y / N

Copies of this form can be downloaded from <http://www.qbssoftware.com/forms/returns.pdf>