

Returns Form

Dear Customer,

In order to help us process your return as quickly as possible please complete this form, and enclose it with the goods to be returned.

Company

Contact person

| | | | |
|--------|----------------------|---------------------------------|----------------------|
| Name | <input type="text"/> | Your Reference No. | <input type="text"/> |
| Phone | <input type="text"/> | Item being returned | <input type="text"/> |
| Fax | <input type="text"/> | Serial Number(s) of item | <input type="text"/> |
| E-Mail | <input type="text"/> | Purchase Date or Order/Loan No. | <input type="text"/> |

Reason for return (please tick one)

- Goods provided on loan - Please ensure loan reference number is included (see note 3)
- Goods were provided on a sale or return basis - Please ensure Order No. is included (see note 4)
- Other - Return authorised by STEMMER IMAGING (see note 5)

If 'Other' please supply name of the person providing authorisation below:

Authorised by

Date of Authorisation

Notes

- 1) Returning goods is not acceptance by STEMMER IMAGING that a credit if applicable will be provided.
- 2) Any goods returned must be returned in perfect condition suitable for resale with original packaging unmarked and undamaged.
- 3) Customers would have signed a loan acceptance form prior to the goods being supplied.
- 4) Sale or return is agreed prior to order and is clearly marked on the quotation and order confirmation.
- 5) Other goods will only be accepted back if prior authorisation has been provided. Please ensure the name and date of the person issuing authorisation is detailed.
- 6) Goods returned without a return form or invalid reason for return will not be processed and will be held in quarantine.
- 7) Any credit will only be processed once the goods have been checked and tested. This can take up to 3 weeks.
- 8) The customer is responsible for any additional shipping costs due to incorrectly returned goods.
- 9) If goods are not in the condition they were supplied on return STEMMER IMAGING may make a charge.

Notes/Comment

Acceptance:

I accept the terms of return above and confirm the goods are in perfect condition with original packaging and have a valid reason for return.

Date

Signature