

Surrey Stores LTD – Returns Form

Before returning an item to Surrey Stores, you **MUST** read & agree to the terms & conditions below. Please indicate this by signing at the bottom of the page (unsigned forms will not be accepted).

IMPORTANT – Surrey Stores Cannot Process Returns For MICRO HEAVEN LTD – If Your Order Was Made Before The 6th Of April 2009, You Must Return Your Item To The Manufacturer*

Unwanted Goods:

Unwanted goods must be returned to us within 7 days of receipt of your order for a full refund for any reason. After 7 days we reserve the right to refuse opened and/or unwanted goods, or to charge a discretionary re-stocking fee of £5 or 7% of the value of the goods, whichever is the greatest. All unwanted goods must be returned in a re-sellable condition, including all documentation & CD-Roms.

Items Faulty on Arrival:

If your items are faulty on arrival, you have 28 calendar days in which to inform us of the fault. Once the item has been returned & we have verified the fault, we'll issue a replacement unit to you or if this unit is no longer available, we will send a suitable alternative. We test all returned items, and if a returned item is found not to be faulty by our staff we will return the item to you, in this instance you will be liable for the return carriage.

Items Faulty Within Warranty Period:

If any of your purchases develop a fault after 28 days of delivery, you are entitled to a warranty repair or replacement, as long as we are informed within 12 months of purchase. In some cases, manufacturers provide a specialist warranty service, we recommend that you contact them prior to us, for a faster turn around time. If the item you have returned is no longer available, we will ship a suitable alternative.

Postage:

All returned items must be sent by recorded post (not Special Delivery or Courier), as we are not responsible for un-received goods. The cost of returning items is the responsibility of the customer, except where we are at fault. In this case, please contact us so that we can arrange a free return or a collection.

- You should always contact us if you are unsure if you can return an item to us.
- Returns should be accompanied by a copy of the invoice where possible, so we can process it ASAP.
- All returned goods must be accompanied with this returns form, signed & completed **IN FULL**.
- All items should be returned in their original packaging complete with all accessories and documentation (contact us prior to return if this is not possible)

We Reserve The Right To Refuse Any Return That Does Not Meet The Above Criteria

I have read & agree to the above terms & conditions - _____
Name

Signed

Date

Surrey Stores LTD – Returns Form

Please Complete This Form **In Full** & Return It Along With Your Item(s)
(**Please Note:** Your order number can be found on your confirmation email)

Order Details:

Item Ordered -

Order Number -

Date Order Received –
(Must Be After 06/04/2009)*

Contact Details:

Full Name -

Email Address -

Telephone Number -

Request: (tick/circle as applies)

I WOULD LIKE A REPLACEMENT

I WOULD LIKE A REFUND

Reason For Replacement
(tick/circle as applies)

Reason For Refund:

Product Is Faulty

Wrong Item Received

Wrong Item Ordered

Please Return Item(s) & Completed Form To:

Returns Department
Surrey Stores LTD
Unit 1B, Chapel Lane Works
Westcott
Dorking
Surrey
RH4 3PJ