



# 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 as outlined 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, **FAX** the form to our Customer Services Department on +44 (0)20 8902 7600.
- 3. DO NOT SEND THE 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 product will have to be contacted.
5. Once the RMA has been authorised, it will be emailed 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.
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 \_\_\_\_\_ Quantity \_\_\_\_\_

Invoice / Order No \_\_\_\_\_ Date Recieved \_\_\_\_\_

Company Name \_\_\_\_\_ Todays Date \_\_\_\_\_

Contact (please print) \_\_\_\_\_ Signed \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

## Reason for Return

- Wrong item / Quatity Ordered
- Duplicate Order
- Ordered Wrong product

## Condition / State of Product to be Returned

- Is the product as New?
- Has the shrink wrap been removed?
- Has the product been installed?
- Is the product envelope / CD seal broken?

Will there be a replacement order?

Comments \_\_\_\_\_

Additional copies of this return form available here <http://www.qbsd.co.uk/forms/returns.pdf>

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