

Company Name:	A/c NO:	Contact:	Tel No:	Fax No:
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Product Code	Qty	Serial No:	Invoice No:	Invoice Date:	Detailed Fault Report:	Action Required		
						Replace	Repair	Credit

Returns Procedure:

1. Please include a copy of this form with all return items along with a valid RA number
2. Please ensure above RMA is clearly marked on the outside of the transit packaging.
3. Items must be packaged appropriately for transit, damaged items received due to mishandling will be rejected.
4. Unwanted Items returned for credit must be in a re-sellable condition and have been purchased within 30 days. They must include all packaging and accessories originally supplied.
5. Faulty items returned within 30 days (DOA) will be considered for credit. Items outside this period will be repaired or replaced.
6. Returned items deemed to be not faulty will be returned to the customer and the carriage costs charged to the customer's account. This includes items which have been advance replaced so please ensure items have been bench tested faulty before requesting an advance replacement.

Customer Signature: _____ **for and on behalf of customer in acknowledgment of the returns procedure above.**

All authorised RA items must be returned, clearly marked with the RMA number to:

Returns Dept, Dynamic CCTV Ltd, 9C Bowes Road, Riverside Park, Middlesbrough, TS2 1LU