

# Delivery Discrepancy Fax Back Form

TECHSIL  
ONLINE

Fax to: +44 (0) 1789 774239

In the event of a problem with your order, please complete this form and fax back to us on the number above.

**Authorisation is required from Techsil prior to the return of any goods.**

Your Name:		Contact Phone:	
Your Company:		Contact Fax:	
Your E-Mail:		Web Order No. / Delivery Note No.:	
Person Authorising Return:		Method Of Return	

Part Code	Batch Number	Certificate No.	Qty

The above product(s) has been supplied with the following discrepancy (tick box):

Received Damaged	<input type="checkbox"/>	Incorrect Goods	<input type="checkbox"/>
Short Delivery	<input type="checkbox"/>	Batch Discrepancy	<input type="checkbox"/>
Over Delivery	<input type="checkbox"/>	Other Discrepancy	<input type="checkbox"/>

Please add any additional comments that could help us resolve this discrepancy.

Comments:
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We will undertake to resolve your query within 24 hours. You should receive a response by fax in the first instance. If you have not had a response in 24 hours, please contact us on sales@techsil.co.uk

**No Goods should be returned without a Returns Number (RN). Goods returned without an RN may be rejected at your cost.**

## Techsil Online's Returns Policy

Techsil Online is fully committed to ISO9001:2000 and therefore providing the highest quality product and service to our customers. However, on rare occasions product may be found to be defective and / or unfit for use. In order to continue to provide the customer with a high quality product and service we request that the following policy guidelines are adhered to;

- Techsil Online will accept the application for the return of supplied product if;**
  - The discrepancy is notified to Techsil Online (using the form above) and deemed to be valid (by an authorised Techsil Online operative) within 24 hours of receipt.
  - Techsil Online have given consent to return the goods (by way of the Returns Number) if the discrepancy is valid and the 7 days since receipt has passed. Techsil Online have the right to impose a 15% charge of the net invoice value.
  - Techsil Online have given consent to return the goods by way of the Returns Number (RN) if the liability is with the buyer (e.g.: the buyer no longer requires the goods). Techsil Online have the right to impose a 15% charge of the net invoice value.
- Techsil Online will not accept the application for the return of supplied product if;**
  - The discrepancy has not been reported to Techsil Online (using the form above) within 24 hours of receipt.
  - The requirements of the purchase order / contract have been met.
  - The goods have been transported using a customer nominated carrier and have been received damaged.
  - Any damaged receipts by the customer have been signed for as 'Received in good condition' (on the carriers' delivery note).
  - The product has been altered from its original state without the consent of Techsil Online (e.g.: Goods have been repacked, relabelled and / or defaced).
- The returned goods must be;**
  - Authorised by an appointed Techsil Online operative. Authorisation will come in the form of a copy of the CORRECTIVE ACTION FORM, this will include a 'Returns Number' (RN). If the application for return has been accepted Techsil Online will arrange collection, it is the buyers responsibility to ensure that the goods will be ready for collection. If the liability is with the customer (and the application for return has been accepted by Techsil Online) it is the responsibility of the customer to arrange the return.
  - Returned with a copy of the CORRECTIVE ACTION FORM including the Returns Number. The Returns Number should be clearly marked on the outer packaging (not on the goods). A packaged not marked with the RN or returned without a copy of this form will not be accepted.
  - Techsil Online has the right to refuse returned goods if not accompanied by either a copy of this form or the CORRECTIVE ACTION FORM.
  - Packed sufficiently to prevent damage when returned, a packing guide is available upon request.
- Techsil Online cannot accept liability for goods damaged in transit when returned; it is the buyers responsibility to ensure that the goods are packed sufficiently to prevent damage.
- These terms and conditions do not affect your statutory rights. Authorised product returns must be sent to Techsil Online. Please e-mail sales@techsil.co.uk for further details.
- Techsil Online reserves the right to change or amend these terms and conditions at any time and without prior notice.

**THIS COMPLETED FORM MUST ACCOMPANY ANY RETURNED GOODS**