

Delivery Discrepancy Form



In the unlikely event of a problem with your order, please complete this form within 24 hours of receipt and email it to: sales@techsil.co.uk

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

COMPANY NAME:	WEB ORDER:
CONTACT NAME:	<i>Techsil will provide below information prior to return:</i>
CONTACT PHONE:	RETURNS No:
CONTACT EMAIL:	AUTHORISED BY:

Item Code	Product Description	Batch Number	Qty Returned

The above product(s) are being returned due to the following discrepancy (tick box):

- Received Damaged** **Batch Discrepancy** **Short Delivery**
Incorrect Goods **Other Discrepancy** **Over Delivery**

Please provide comments regarding your discrepancy:

Comments:

We will undertake to resolve your query within 24 hours. If you have not had a response within 24 hours, please phone **01789 774244**.
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 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 include a 'Returns Number' (RN). If the application for return has been accepted Techsil Online will arrange collection, it is the buyer's 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.
 - Goods must be returned with a copy of the Techsil Online Authorisation and the Returns Number should be clearly marked on the outer packaging (not on the goods). A package not marked with the RN or returned without a copy of this form will not be accepted.
 - Packed sufficiently to prevent damage when returned, a packing guide is available upon request.
- Techsil Online has the right to refuse returned goods if not accompanied by either a copy of this form or the Returns Number.
- 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