

# Product Credit RMA Request Form

*This form may be completed in Acrobat Reader (version 9), saved and attached to an E-mail then returned. Download V9 here -*



Company Name: \_\_\_\_\_ Account No: 50  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Post Code: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

Pro-Vision Distribution Ltd  
Knights Way,  
Battlefield Enterprise Park  
Shrewsbury. SY1 3AB  
Tel: 01743 440 500  
Fax: 01743 440 700

Item 1:  
Product: \_\_\_\_\_ Serial No: \_\_\_\_\_  
Reason for return: \_\_\_\_\_  
\_\_\_\_\_

Date Ordered: / /20 on our order No.: \_\_\_\_\_ and/or  
Date Invoiced: / /20 on Pro-Vision Invoice No.: \_\_\_\_\_

Item 2:  
Product: \_\_\_\_\_ Serial No: \_\_\_\_\_  
Reason for return: \_\_\_\_\_  
\_\_\_\_\_

Date Ordered: / /20 on our order No.: \_\_\_\_\_ and/or  
Date Invoiced: / /20 on Pro-Vision Invoice No.: \_\_\_\_\_

## Please return the items above on RMA

The issuing of this RMA number does not imply that we are agreeing to credit the item(s) detailed. All items must be returned to us for inspection before a credit can be considered.

Products will only be accepted for credit if:

They are returned within 30 calendar days of purchase, the product is unused and in its original packaging, the product is returned to us complete, i.e. with original instructions, all leads and ancillary equipment, etc. There is no damage to either the product or packaging. Products purchased as a special order will not be accepted for credit, a special order product is defined as a product that is not stocked by us and does not appear in our catalogue.

All credits will exclude original carriage plus any associated collection charges.

Outside of these conditions we may charge a re-stocking fee of up to 20% of the invoice value.

I agree to return the item in accordance with the conditions outlined above. Signed \_\_\_\_\_

***Please enclose a copy of this form with the item(s) detailed***

Internal use only  
ICR Yes No Date (DD/MM/YY) \_\_\_\_\_  
Internal ref \_\_\_\_\_