

# SERVICE RETURNS FORM

This form must be completed and returned BEFORE an item is returned for service or repair. We reserve the right to refuse the delivery of a service item if it has not been pre-advised and confirmed by us. You do not need a Returns number to return your item for repair if this form is completed in full.



**NOTE: each item requires a separate form.**

<b>Customer:</b>	<b>Address:</b>
<b>Phone No:</b>	
<b>Fax:</b>	
<b>Contact:</b>	
<b>Mobile</b>	<b>Original Supplier:</b>

<b>Product:</b>	<b>Serial No:</b>	<b>Manuf. Date:</b>
-----------------	-------------------	---------------------

**Please accept my order to Estimate\* / Repair\* Up to a max cost of £**

\*Delete as appropriate. Please note that there is a minimum £22.50 (30 Mins) charge for an estimate, Pre-Payment may be required before estimate / repairs are undertaken. Please note that if goods are not repaired there will be a charge for disposal.

Approx. age of the product?

Has the product operated correctly before?

Has a repair been attempted?

Has telephone assistance been sought from us?

Has the unit been damaged?

Has the product been returned to us before?

Is the fault intermittent?

Has replacing the unit cured the problem?

What other relevant equipment was connected to the unit during the fault condition?

Describe the fault and how to make it occur:

Items attached or included with the faulty unit:

Special Instructions:

When repair is finished would you like us to: \*Return it and charge carriage OR \*Advise and hold for collection

\*Delete as appropriate

**Faxback to: Lightfactor Sales on +44 (0) 1923 69 80 81**

Tel +44 (0) 01923 69 80 80

Email: [service@lightfactor.co.uk](mailto:service@lightfactor.co.uk)

**Internal use only**

RAN serial number:

LM Document number:

LFS customer number:

Date: