

PRODUCT RETURNS FORM

Date:/...../.....	Name:	
		Address:	
		Town/City:	
		County/Country:	
RMA Number: (Allocated by Chargemaster)		Post Code:	
		Contact details for person returning product (name, email, contact number):	

Product Returned	Type:	Serial Number:

INFORMATION ON VEHICLE CHARGING			
Make	Model	Registration No	VIN # (if known)

Declared Fault	Full description of the nature of the fault:
.....

Investigation already undertaken	Full description of steps already taken to investigate the problem:
.....
Please ensure the unit is reset and self-tested for faults before being returned	Are all fuses intact and circuit breakers switched on? Has the unit been reset by disconnecting the incoming mains supply, waiting 30 seconds and then reconnecting? Has there been prior liaison with Chargemaster technical staff? Do not return units for network connection issues alone without express authority from Chargemaster Plc. Failure to observe this may result in a charge if no fault is found.

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Packaging *Any keys must be returned with the unit to avoid extra charges	Product (and keys if applicable) are returned securely packaged in original packaging <input type="checkbox"/> <hr/> If product is returned in alternative packaging please describe packaging and condition of unit:
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I confirm that if no fault is found with the returned product or if the unit is returned outside the manufacturer's warranty period that I will pay for inspection and transportation costs of up to £250.00 +VAT /unit plus associated costs to replace/repair the charger, which will be confirmed to me before costs are incurred. I confirm that any damage or loss suffered in transportation is at my own risk.

I confirm that this form has been completely filled out for each unit returned and that failure to provide adequate information on this form may lead to the unit being returned to me at my cost and/or administration costs being charged (at the discretion of Chargemaster).

Signed:

Name: Date:

THE PRODUCT MUST BE RETURNED TO THE FOLLOWING ADDRESS TOGETHER WITH THE FULLY COMPLETED RETURN FORM. ANY PRODUCT RETURNED WITHOUT THIS FORM DULY COMPLETED WILL NOT BE PROCESSED BY OUR RETURNS DEPARTMENT.

RETURNS:

**Chargemaster Ltd
 Returns Department
 Unit K
 Airport Executive Park
 President Way
 Luton
 Bedfordshire
 LU2 9NY
 England**