

# Return Form

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Post code \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_  
Email address \_\_\_\_\_  
Telephone number \_\_\_\_\_

Original transaction Date \_\_\_\_\_  
Order Number \_\_\_\_\_  
Date of return \_\_\_\_\_

Reason for return:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Exchange for  \_\_\_\_\_  
Replacement/repair   
Refund

Please note:

- ***Repair and replacement are FREE service. A fee for delivery and processing need to be paid. We can't cover the delivery cost under warranty. PAYMENT need to be made when the item is returned. Cost (UPS) is 16 pounds for Europe, 19 pouds worldwide. Please contact us for payment details***
- ***Item damaged for incorrect use are not covered by warranty.***
- ***Delivery costs are not refundable***
- ***Goods need to be sent with no accessories like cables, connectors and similar. Only the item need to be repaired-replaced***
- ***A full refund will be given on goods that are returned within 7 days from the date they were received. The goods must be returned unused and in perfect condition with their undamaged original packaging. The customer is responsible for the cost of returning any goods and original delivery costs are not refundable.***

Return TO:  
Alien Electronics LTD  
AIR PRODUCT  
Unit 12-13,  
St. Johns Road,  
L20 8AU Bootle  
Tel. 0044 7760899263

**PLEASE NOTE:**

**Is very important that you declare the goods are been returned to the seller due to return or fault. Customs will charge tax and vat if the goods are not declared as returned. If this will happen we will not be able to receive the items. A clear declaration must be added to te parcel you are returning.**

**“ITEMS RETURNED TO THE SELLER DUE TO FAULT AND OR REPAIR”**