

## SPARES RETURN MATERIAL REQUEST FORM

Could you please complete the details below and return by fax or email to enable us to process your request.

COMPANY NAME:	<input type="text"/>	
ADDRESS:	<input type="text"/>	
CONTACT NAME:	<input type="text"/>	
TEL No:	<input type="text"/>	FAX No: <input type="text"/>
EMAIL:	<input type="text"/>	
CUSTOMER PO No:	<input type="text"/>	

<u>ITEM</u>	<u>DESCRIPTION</u>	<u>QTY</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

**NOTE:** Photographs to be submitted with RMA Request Form  
20% Re-stocking fee applicable  
Goods being returned for re-sale are by customers own arrangement and expense

PLEASE STATE REASON FOR RETURN:-

Any queries please contact 01752 753207 Fax No. 01752 753255  
Email [spares@toshiba-ac.com](mailto:spares@toshiba-ac.com)

**TOSHIBA AIRCONDITIONING**

Advancing the **eco**-evolution

## **Terms and Conditions**

- All goods being returned for re-sale will incur a 20% re-stocking fee
- Upon completion of the RMA request form, photographs will need to be submitted prior to acceptance of goods and Toshiba issuing a RMA confirmation number.
- All RMAs will have validity of 28 days. After this period the RMA will automatically expire should goods not be made available for collection or be in transit or have been returned.
- Any and all goods being returned for re-sale are to be returned to Toshiba Plymouth at the customers' own arrangement and expense. The products will be inspected by Toshiba. Terms for re-sale goods require that they are in their original packaging, the packaging has no markings other than the manufacturers and the goods original strappings are not broken. Should the goods NOT be fit for re-sale the customer will be notified and has 28 days to co-ordinate the collection. Once this time has elapsed, Toshiba reserve the right to dispose of the goods at the customers' expense.