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| RETURNS FORM |  |

Goods which are not faulty or defective **can only be returned if ordered or delivered in error or if an authorised sample**. Please notify Astro of your request **within 10 working days of the delivery date**. Return requests can only be considered if notified within the 10 working day period. Once authorised by Astro and a returns number is issued, **the goods must be returned within 10 working days of the issue of the returns number or the returns number will become invalid** (20 days for total process). Authorised returns will be subject to a 20% re-stocking fee.

Authorised returns will only be accepted in a clean re-saleable condition. This means that the item has not been used or damaged and is still in its original box with all contents included. There should be no additional labels or any writing
on the product or the product box. To enable us to consider and process your return enquiry efficiently, please fully complete Section 1 below and e-mail to **returns@astrolighting.com**

Please send returns to:
Astro Lighting Ltd, The Astro Building, 2 Midas, River Way, Harlow, CM20 2GJ

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| COMPANY NAME: |       | CONTACT NAME / NUMBER: |       |
| ACCOUNT REFERENCE: |       | EMAIL ADDRESS: |       |

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| **SECTION 1 -** FOR COMPLETION BY CUSTOMER |
| ASTRO ITEM CODE | DESCRIPTION | QUANTITY | REASON FOR RETURN:1. Ordered in error
2. Delivered in error
3. Samples
 | ASTRO ORDER /INVOICE NUMBER(Mandatory) | REPLACEMENT ORDEREDYes / No+ order number |
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| DEBIT NO. (If raised): |  |  | NAME / SIGNED: |       |
|  |  |  | DATE: |       |

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| CUSTOMER COMMENTS |
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| **SECTION 2 -** FOR ASTRO INTERNAL USE ONLY |
| RETURNS NUMBER:  |       |  |
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| ITEM CODE | BOOKED IN STOCK | REASON FOR REJECTION | BY WHOM? | DATE | CUSTOMER INFORMED?Yes / No | CREDIT |
| Qty / Location | Rejected |
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| NOTES:  |
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