Returns Form	Company Name:	
Contact Name:	Date of Invoice:	Order/Note Number:
Contact Number:	Email Address:	

Quantity	Item #	Description	Reason Code # (see below)	Exchange or Refund

Return Reason Codes

Record appropriate number in the Reason Code # column above.

1. Unwanted Goods
2. Physical Damage/Service Work
3. Equipment Fault – Out of Box reported within 48 hours
4. Manufacturer Warranty Return
5. Incorrect Item Ordered
6. Wrong Item Despatched

Your Return Address:

Any further Information (e.g. fault/damage description):

Return items: Complete this form by entering the reason code and returns quantity for each item. Enclose the completed form in the parcel with your items for return. All Postal charges are at the cost of the customer and we recommend using registered post. Please obtain a receipt as proof of postage.

Cancellations & Returns:
Business Sales
Unless agreed, there will be no cancellation, suspension or variation of the purchase without an agreed re-stocking charge that shall not be less than 10 per cent of the value of the cancelled contract or portion thereof.
Consumer Sales:
Unwanted Products - Under the Consumer Protection (Distance Selling) Regulations consumer purchasers have an unconditional right to return goods purchased on line for a full refund subject to our full Terms and Conditions. Please refer to our website for more information. All equipment must be returned in an as sold condition in their original packaging and returned at the purchaser's expense. Please refer to our full Terms and Conditions on our website for more information.
Faulty Products – We will offer either a repair, exchange or refund if the fault occurs within 30 days of purchase (or delivery). If the fault with your product occurs within its guarantee period (normally 6/12/24 months from delivery, depending on manufacturer) we will offer you a prompt repair service alongside the manufacturer's Warranty terms and conditions. In all cases we reserve the right to inspect the product and verify the fault. For a refund or exchange, the product must be in otherwise ''as new'' condition, complete with any accessories and free gifts offered and if possible, with the original box and packaging in accordance with our full Terms and Conditions that can be found on our website.

Warranty: All products supplied are covered by the manufacturer's warranty unless otherwise stated in writing. The warranty period commences from date of invoice. SFL Mobile Radio Ltd cannot be held liable for any defects arising from fair wear and tear, physical damage, liquid ingression or damage and or interference by the customer or any third party.

Carriage – For Out of Box Failures / Warranty repairs the return back to you, the carriage is free.
For chargeable repairs the return carriage within the UK is £10.00 plus VAT. Outside the UK is £35.00
SFL reserves the right to charge a handling fee of £25.00 plus VAT for any declined repair quotes.

Return equipment to: Customer Returns, SFL Mobile Radio Limited, Unit 6 Woodway Court, Thursby Road, Bromborough, Wirral, CH62 3PR