

# Product Return Form

## Credit Request

**RA Number #:** \_\_\_\_\_ **DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**PLEASE READ THIS FORM CAREFULLY.** To help us expedite the process of your return, please fill out this form in its entirety. The information you provide will allow us to better serve you. Once your return has been delivered to us, it will be processed within 5-10 business days. Please retain a copy of your tracking information as reference. Returns sent back without this Credit Request form and with without a Return Authorisation Number (RA Number) will not be processed and returned directly to you and may incur freight charges.

Please write out each returning product code below and check off the original parts and accessories you are including inside of the returning product. If you require additional space, please attach a separate sheet of paper along with this form. We will only be responsible for and process items that you've listed on this form and any attachments.

### Customer Information

**Company Name:** \_\_\_\_\_ **Branch:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_  
(and Extension if applicable)

**Cell Number:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

### Product Information

**Product Code:** \_\_\_\_\_ **Items Returned:**

1. \_\_\_\_\_ Remote ☐ IR Extension ☐ AV Leads ☐ Manuals ☐ Power Supply ☐ Other: \_\_\_\_\_

2. \_\_\_\_\_ Remote ☐ IR Extension ☐ AV Leads ☐ Manuals ☐ Power Supply ☐ Other: \_\_\_\_\_

3. \_\_\_\_\_ Remote ☐ IR Extension ☐ AV Leads ☐ Manuals ☐ Power Supply ☐ Other: \_\_\_\_\_

**Reason for returning Items:** \_\_\_\_\_

**Credit Return:** Per our Return Policy, all sales are final. If you wish to return a product, you may return it back to us for replacement or an account credit less restocking fees and parts deductions (if applicable) with-in 14 days of purchase or within 2 days if claiming for courier damage and after contacting Digital Imports for a Return Authorisation Number. Please make sure you return all small parts and accessories with the product. The cost of missing items will be deducted from your final store credit. Please see below:

Condition of Returned Item	Restocking and Processing Fee
Brand New Unopened and packaging in Good Condition	Account Credit less 5% of current Item Price
Opened though still in restockable condition - No Damage	Account Credit less 10% of current Item Price
Opened and parts missing but still in restockable condition - No Damage	Account Credit less 10% of current Item Price and cost of missing parts and Accessories

### Acceptance of Returns Policy

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

*For Internal Use Only*

**Credit / Replacement Approved By:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Signature:** \_\_\_\_\_

**Processed Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Signature:** \_\_\_\_\_