



Restocking Of An Unwanted Item

Form ref: CRD-01

Valid till end 2022

System Q Ltd, Turnoaks Business Park, Hasland, Chesterfield, S40 2WB

Email: crd@systemq.com Tel: 01246 200 000 Fax: 01246 222 888



Scan here for an electronic version of this form or go to the link below!

www.systemq.com/pdf/crd.pdf

Request to return an unused item that is not faulty for a credit

If you wish to return a product to us that is simply unwanted and not faulty please use this form.

As a trade only supplier we only conduct business to business sales and whilst we do not operate a sale or return policy we will consider goods back for a credit under the following circumstances;

T&Cs for crediting unwanted items that you have not used

Note - If goods have been used, or are missing accessories or the packaging is in a condition which does not allow the item to be restocked, no credit will be issued. You will be informed that you need to collect the items within 30 days, after which it would be disposed of.

1. The goods must not have been used.
2. The goods must be in the original undamaged packaging with all accessories.
3. The goods must be returned to us within 14 days of purchase.
4. The goods must not have been specifically manufactured for you. This includes cameras, DVRs, software and demonstration cases branded with your logo or details.
5. You will have to pay for the original cost of shipping the goods to you.
(If you received free outbound carriage on the item you are returning you need to pay £8.95+vat to cover our original shipping costs, in addition to the restocking fee)
6. You will have to pay for the cost of returning the goods to us.
7. No credit will be given on sundries such as connectors, cable, tools and fasteners or other low value items, as they can easily be used in the course of your business as a CCTV installer.
8. We will not credit part of a "kit" that is not used as the item is sold as a single entity.
9. Credits are subject to an admin restocking fee of £16+vat or 10% per item (whichever is the greater).*

T&C's valid from Feb 2020 (until superseded). Full T&C's can be found online www.systemq.com/terms.pdf

Section 1. Your Details

Company name

Address

Postcode

Email address

Telephone number

Mobile number

Fax number

Contact name

Date

Section 2. Product Details

Model number

Serial number

Invoice number (if known)

Date purchased (if known)

A. Is the product unused

Yes

No

B. Are the goods being returned within 14 days of purchase.

Yes

No

C. Is the product still in its original packaging complete with all its accessories.

Yes

No

Reason item is not wanted

I understand that if the product has been used, is missing accessories or packaging it will not be credited and if not collected from System Q within 30 days may be destroyed. I have read through the terms and conditions as above

Signed

Name

Date

*Restocking admin fee – As part of our ISO9001 process all the goods that are returned to us have to be re-tested as part of our quality control process, even if they have not been used. In addition to the ISO9001 re-test we also have to recover the cost of invoicing, crediting, credit card transactions and the fees paid to HSBC who run our sales ledger. To cover this cost a small token fee of £16 or 10% per item (whichever is the greater) is charged.

System Q Use Only

Used	Parts Missing	Too old	Consumables	Passed/Credit	Rejected/30day to Collect
------	---------------	---------	-------------	---------------	---------------------------