

CRF – Customer Returns Form

Allendale Electronics Ltd

Please follow the below steps for returning your item(s) to us:

1. Complete the form below; if the item is faulty please provide as much detail as possible for our engineers.
2. Repackage the item(s) securely and enclose the completed returns form. If it is a LARGE or HEAVY item - such as a rework station or ultrasonic tank, You WILL need to put it in an ADDITIONAL BOX, a single-walled box is not adequate packaging, we will NOT REPAIR any damage sustained during transit.
*** If you are returning an SMD Hot Air / Combo Station ensure the pump transit bolt is in place as any resulting damage during delivery will not be covered by warranty ***
3. If you are returning item(s) for a refund then the goods MUST be returned in a re-sellable condition i.e. complete with all accessories and packaging, otherwise we may not be able to provide full refund.
4. Please attach the returns label (on page 2) to your parcel, ensuring that you complete the return address and send the parcel back to us at the location shown. *We recommend using a courier or recorded delivery service. For large/ heavy goods www.parcel2go.com offers a comparison of alternative carriers to Royal Mail (although we are in no way affiliated with this site.)*

Allendale Electronics cannot accept responsibility for any goods lost/ damaged in transit.

Name

Invoice/ Order No.

Telephone

Address

Post Code

Action requested

Refund

Repair

Exchange

Reason for return

**** Provide as much detail as possible please, 'broken' or 'not working' is not sufficient and may cause the return to be rejected ****

** Only if applicable*

For use by Allendale only:

Action taken and Comments

Warranty Non-Warranty

Completed by

Date

/ /

Please post to:

Allendale Electronics Ltd.
Allendale Stores
Returns Department
Pindar Road
Hoddesdon
Hertfordshire
EN11 0BZ

UNITED KINGDOM

If undelivered please return to: _____

