



KING SPRINGS RETURN AUTHORISATION FORM

By completing and providing this form you hereby acknowledge the below terms and conditions of return.

CONTACT DETAILS			
Company Name		RA # (if provided)	
Contact Name		Return Date (shipped)	
Phone		Customer RFC #	
Email			
PRODUCT DETAILS			
Product Number	Original purchase date	Original invoice #	
REASON FOR RETURN (Tick One)			
	<input type="checkbox"/> (C1) Not Required		<input type="checkbox"/> (C2) Incorrectly Ordered
	<input type="checkbox"/> (C6) Picking / Packing Error		<input type="checkbox"/> (C7) Broken
	<input type="checkbox"/> (C8) Sagged		<input type="checkbox"/> (C11) Duplicate Order
	<input type="checkbox"/> (C9) Incorrect Design (doesn't fit listed model)		<input type="checkbox"/> (C21) Unsuitable for Application
	<input type="checkbox"/> (C16) Did not meet customers' expectations		<input type="checkbox"/> (C14) Warranty (other)
Other (please provide details): 			
TERMS AND CONDITIONS OF RETURNS: <ul style="list-style-type: none"> All returns must be accompanied by a King Springs Return Authorisation form, including the reason for return, and original invoice number and purchase date. Goods are valid for return within 12 months of the original purchase date. Goods purchased outside of this time frame will require pre-approval from King Springs Management prior to being returned. Non-stock or specially manufactured items are non-returnable without prior agreement from King Springs Management, or under an approved warranty claim. Returns are subject to a restocking fee to the value of 10% of the credit total (approved warranty claims exempt). Goods are subject to inspection upon return, and an additional fee may be applied or credit declined if they have not been returned in a condition fit for immediate resale (approved warranty claims exempt). Returns will be limited to 3 pairs of springs at one time, and / or to a maximum of 5% of the annual sales value (approved warranty claims exempt). Goods are to be returned at the customers freight cost (approved warranty claims exempt). 			
KING SPRINGS INTERNAL USE ONLY			
Product RTS / RTP	RTP Reason (if applicable)		
RTS date	Initial:		