3D GROUP
Automotive Locksmith Supplies
www.3dgroupuk.com

PRODUCT RETURNS FORM

S1 YOUR DETAILS

Company Name:

Contact Name:

Contact Number:

Company Address:

Post Code:

S2 INVOICE DETAILS

Invoice Number:

Invoice Date:

Our Product Code:

Product Name:

S3 VEHICLE DETAILS

Vehicle Make: Vehicle Model: Vehicle Reg:

Vehicle Chassis No:

Other Details *eg alarm/no alarm/fogs/no fogs*:

S4 PRODUCT ISSUE

Incorrect Product Sent ☐ No Longer Required ☐ Battery Fault ☐

Will not Program ☐ Damaged ☐ Other ☐

If other please describe

S5 DESCRIBE ISSUE

Please describe any issues you have had with your product(s). *If the product does not program into the vehcile, please describe any programming procedures taken.*

Replacement Received ☐ Replacement Required ☐ Credit Required ☐

All returns must be sent to the following address for the attention of the person dealing with your return. If you have not contacted anybody regarding the return please put FAO Returns;

3D Group, Returns, 3 Clarence Street, Nottingham NG3 2ET

Although you may deem the product to be faulty this may not be the case. On occasions wrong programming procedures are used (even when using manuals).

If programming procedures are not given, we may not be able to process your return until further information is given.

Any credits given will be on your next invoice and any replacements required will be sent as soon as your return is processed.

Any SPECIAL ORDER keys/remotes cannot be returned as 'no longer required'. Any faulty special order items will be replaced and not refunded.

Items returned as 'no longer required' will only be credited for the product value on the invoice and should be returned within 28 days of receipt of the order.

3D Group charge £2.50 per product line for returned items as 'no longer required'.

Full Name..... Signature..... Date.....