

REAX LTD  
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### **REAX Equipment Returns Form**

If you need to return any item for exchange, refund or warranty please fill in this form to help deal with your parcel quickly and efficiently.

**Please include a copy of your receipt and return to the address shown above.**

**Returning goods from outside the EU? If you are returning goods from the USA, Japan, Australia etc. please note the following requirements:  
On this form you must state RETURNED GOODS - FAILED SALE, and put ZERO as a value in the package value box. Failure to do so will result in the parcel getting delayed in customs and being returned. Please do not use FedEx or DHL as they always apply extra charges.**

<b>Name</b>	
<b>Address</b>	
<b>Daytime contact number</b>	
<b>Email address</b>	
<b>Items returned</b>	
<b>Reason for return (If you require a replacement part of a different size or model or if it is for a refund)</b>	
<b>If the item is being returned for warranty work please explain the exact problem</b>	
<b>Date of Purchase</b>	
<b>Web Order Number</b>	

We will deal with your return within 3 days of receipt. Please allow for the delivery time for the goods to reach our premises.

Replacements: We aim to despatch any exchange goods within 5 days of receipt. We will contact you via email if this is not possible to advise of the lead time.

Refunds: Please allow 10 working days for refunds to appear in your account.

Warranty Items: Please allow extra time for the goods to be inspected, this may involve sending the item to the manufacturers/suppliers for their opinion and for the product to be repaired if required. In all instances we aim to deal with every return as quickly as possible and will email you on receipt and progress of your return.

**Non UK Customers: SEE IMPORTANT NOTES ABOVE.**