

# Product Returns

Please follow the guidelines below to help us to process your exchange or refund quickly.

1. If goods are being returned to us as unsuitable for their intended purpose or because they were found to be either damaged or defective upon delivery, please inform Customer Services on 01784 477780 or e-mail info@visual-q.co.uk) of your intention to return them to us within 7 working days of delivery.
2. Returns under warranty should likewise be advised by e-mail before posting.
3. Complete the returns form below.
4. Enclose a copy of the form with the returned goods.
5. Ensure that returned goods they are packed securely.
6. Post all returned goods by traceable means to:

**Visual-Q Ltd.  
Customer Service Dept.  
The Stables  
Wick Rd.  
Englefield Green  
Surrey  
TW20 0JB**

Refer to website for full details of your right to cancel and our returns policy



Returns Note	
<b>Name:</b>	
<b>Company:</b>	
<b>Address:</b>	
<b>Telephone:</b> <b>e-mail:</b>	
<b>Original order date/ref:</b>	
<b>Item being returned:</b>	
<b>Reason for return:</b>	Not required <input type="checkbox"/> Damaged on delivery <input type="checkbox"/> Warranty <input type="checkbox"/>
<b>Detailed explanation:</b>	
<b>Action required:</b>	Replacement <input type="checkbox"/> Refund <input type="checkbox"/>