

RMA No.

Issue Date

Before goods purchased from Lilliput UK Ltd or Car Computer can be returned, customers must complete our Returns Authorisation Form. To prevent any delays to the returns process, please ensure all fields are completed. Incomplete forms will delay the issue of a returns number. **Our returns procedure is as follows:**

1. **Print** off this form.
2. Complete all fields. Incomplete forms will delay the returns process.
3. **Scan** it in to your computer. **E-mail** the completed form back to support@carcomputer.co.uk.
4. Wait for our Support Staff to assess your RMA request. This can take up to 2 working days.
5. If an RMA is granted, our Support Staff will provide an RMA number and returns address. **Enclose a copy of this form with the returned goods.**

Contact Name		Customer ID	
Company Name		Landline No.	
E-mail Address		Mobile No.	

Qty	Stock Code	Model Number	Serial Number	Invoice No.	Fault Description	Does this item work when connected to other devices?	
						Yes	No
						Yes	No
						Yes	No
						Yes	No
						Yes	No

- Ensure items are packaged to avoid transit damage. Enclose a copy of this form with the returned goods.
- Goods will be replaced or repaired at Lilliput UK Ltd's discretion. Lilliput UK Ltd do not offer advance replacements.
- Typical RMA turnaround is 10-14 working days. This may vary depending on availability of spare components.
- Lilliput UK Ltd do not offer warranty on items where the warranty seal has been broken or has been subjected to physical damage.
- If goods are returned without any fault and are not received by Lilliput UK Ltd in 'as new' condition, a 25% restocking fee **will** be charged.
- Please return all goods using a trackable delivery service, such as Royal Mail Recorded Delivery.

I agree to Lilliput UK Ltd's returns policy

Name

Date