

● Exchange or reimbursement form

To return one or more products to us, follow these steps:

- 1 • Verify that your request will be accepted: within 30 days of the delivery of your order
- 2 • Complete the following table:

Order reference number	
Date of order	
Surname, First name	
Reference of product returned	<i>(brand, model)</i>
Quantity returned	
Your request <i>(choose one)</i>	<input type="checkbox"/> Return of the product(s) with reimbursement <input type="checkbox"/> Exchange the product(s) for an identical one <i>(the product received is defective)</i> <input type="checkbox"/> Exchange this product for a different one <i>(following an error during the order)</i> ▶ reference of the new product: ▶ quantity required: Tick the box relating to your request

- 3 • Prepare the product(s) to be returned:
Each product should be returned to us in a perfect state, in its original packaging, with the instructions and any accessories.
 We cannot accept damaged or incomplete products!
- 4 • Send the product(s) with this completed form to:

Télécommande Express
 33, boulevard des Batignolles
 75008 Paris
 France

ATTENTION : in the case of an exchange for a different product, you must calculate any additional cost and enclose an appropriate cheque.
 ▶ Refer to the following page for the information required for that calculation.

Request submitted on at

Signature :

● Exchange for a different product : calculating the price difference

1 • Verify that your request will be accepted: within 30 days of the delivery of your order

• You must:

If you request an exchange for a different product, we will apply a charge of £10 to cover the cost of postage of the new product, and the verification of the product(s) returned, as indicated in our terms and conditions of sale.

To that amount you must – depending on the case – add or subtract the difference in price between the new product(s) requested and the product(s) being returned.

If the amount exceeds your original payment, you must enclose a cheque corresponding to the correct amount payable to “Remote Control Express”.

• Some examples of calculating this excess:

- You initially ordered a product at £41 and you wish to exchange it for a product at £45. So taking the £4 price difference and adding the £10 charge: you must therefore enclose a cheque for £14.

- You initially ordered two products at £41 and you wish to exchange it for two products at £45. So taking the £4 price difference per product (£8 in total) and adding the £10 charge: you must therefore enclose a cheque for £18.

- You initially ordered a product at £45 and you wish to exchange it for a product at £41. So taking the £4 price difference and deducting that from the £10 charge: you must therefore enclose a cheque for £6.

- You initially ordered a product at £60 and you wish to exchange it for a product at £37. So taking the £23 price difference and deducting that from the £10 charge: we will send you a cheque for £13.

• Be careful:

- the prices you should use in making these calculations are the unit prices (inc.taxes) of the products, and not the total amount (inc.taxes) of the order.

- you should use the prices of the products as found on our website for your calculations: www.remotecontrol-express.co.uk