



## ● Form for product exchanges within 30 days

If you have accidentally ordered the wrong product, Remote Control Express allows you to exchange your product within 30 days.

Please find below the procedure to follow should you wish to return one or more items:

1 • Return authorisation number:

To obtain an authorisation number, please have your invoice to hand and contact customer services, by calling **0207 399 7782**, Monday to Friday 8am to 11.30am and 1pm to 5pm or by e-mail at [contact@remotecontrol-express.co.uk](mailto:contact@remotecontrol-express.co.uk).

2 • Fill in the table below:

Order number or invoice number	
Order date	
Family name and given name	
Reference to be returned	<i>(brand and model)</i>
Quantity to be returned	
Reference required in exchange	<i>(brand and model)</i>
Quantity required	

3 • Prepare the product(s) to be returned:

each product must reach us in perfect condition, in its original packaging, with its instructions and any accessories.

We cannot accept returns for products which are damaged or incomplete!

In such cases, you will forfeit your right to an exchange and the product will be returned to you at your expense.

4 • Calculation of price difference:

▶ **PLEASE NOTE:** you must calculate any extra cost and include a cheque for the relevant amount

Information is given on the next page to enable you to calculate the cash adjustment to be made.

Please do not forget to include the £10 treatment and return postage fee

Remote Control Express owes you a refund of ▶

or

You need to pay —————▶

5 • Send the product(s), together with this form, in a parcel using a service which provides a signature on delivery, to:

Télécommande Express

13, rue Georges Auric - 75019 Paris - France

▶ **PLEASE NOTE:** returns which are not accompanied by a return authorisation number will not be processed.

Request made on ..... at .....

Signature:



- **Exchange for a different product :  
calculating the price difference**

- **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](http://www.remotecontrol-express.co.uk)