



RETURNS REQUEST

To
Company
Tel no.
Fax no.

Date 24 August 2005

From
Department Sales
Tel no. +44 (0) 845 601 6485
Fax no. +44 (0) 845 601 6486
Email
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Further to your request for a return for credit to FOCUSED NETWORKS LIMITED, please find attached a copy of an RMA form detailing the items that you wish to return. Can you please check the attached forms to ensure that they detail the correct items/price/quantity/reason for the credit. We then require you to read and agree to the following Terms & Conditions to enable us to process your credit.

Terms and Conditions

1. Credit will only be offered on goods returned in A1 pristine condition unless otherwise agreed with FOCUSED NETWORKS LIMITED.
2. The manufacturers boxes must not be defaced in any way i.e. No labels, tape or writing.
3. The manufacturers boxes must be wrapped or placed in another box to protect them in transit back to the FOCUSED NETWORKS LIMITED warehouse.
4. Boxes must have the FOCUSED NETWORKS LIMITED RMA number clearly marked on the outer packaging of the boxes.
5. Items must be returned to FOCUSED NETWORKS LIMITED within 14 days of receiving your RMA number.

Failure to adhere to these conditions may result in the product being refused for credit. Any request for credit may be subject to a re-stocking fee.

We _____, the customer, confirm we have read the above Terms and Conditions regarding the request for credit from FOCUSED NETWORKS LIMITED.

Signed for and on behalf of

Signature

Print Name

Title

Date Signed

On return of this fax to FOCUSED NETWORKS LIMITED, a Customer Services representative will forward you an RMA number that is to be marked clearly on the outer carton of the goods to be returned to FOCUSED NETWORKS LIMITED.