



**Ref. No :**

1. Faulty Goods **MUST** be returned Accompanied by this **RETURNS FORM**  
(NOTE: All goods must be returned in their original (or equivalent) packaging)
2. Faulty Goods returned within one week of purchase, will be examined within 24 hours
3. Faulty Goods returned within one month of purchase, will be examined within 48 hours
4. Faulty Goods returned after one month of purchase, will be examined ASAP, but could take between 5 and 10 working days (Longer for notebook repairs)
5. All returns should be accompanied by their appropriate Driver CD's and Manuals etc.
6. Min £60 & VAT deposit (Non Refundable) for out-of-warranty repairs including No Fault Found / Virus Infected or Software Faults)
7. Computer City take no responsibility for customers data (Note: Customers data should be backed up prior to returning)

**From (Company Name) Address:**

**Contact**

**Ph / Email**

**Date**

No.	Items	Qty	Fault Description	Office Use:
1.				
2.				
3.				
4.				

**Detailed description of fault including any error messages and approximate time it takes for the fault to occur or if it was previously returned.**