



Product Returns Form

You're Order Number:

Your order number can be found on the invoice you received with your order, in the email you received when you placed your order, or in your personal account on PhoneVolts.ie

Name: _____

Address: _____

Telephone: _____

Product's being returned

1: _____ **Reason:** _____

2: _____ **Reason:** _____

3: _____ **Reason:** _____

Under the 'Distance Selling Act 2000', you have 7 days from receipt of the product to determine whether or not you wish to keep the product. If you do not wish to keep the product, you must return the product/s unused, unopened, in pristine condition and with all packaging intact. **Returned products will only be accepted by registered/signed for post, by courier or in person.** Returns sent by any other method or without the PRF form included may be declined. Products returned after 7 days will only be replaced or repaired if found to be faulty. This does not affect your statutory rights.

There are certain items that are exempt from the distance selling act 7 days return policy that cannot be returned for very specific reasons unless they are faulty. See PhoneVolts.ie for full details. Before returning an item, due to the complexity of some of our products, there may be times when a product may seem to be of a faulty nature when in fact it may be a simple case of correctly configuring your PC, installing drivers etc in order for the product to function correctly. We suggest therefore you carefully follow the product guidelines. Reading the help guides will help eliminate any potential problems you may encounter. If for any reason you do encounter problems or wish to get additional help simply contact us for support.

Additional Details: *If any* _____

Date: _____ **Signed:** _____

Return products to:
PhoneVolts.ie, Returns Dept, 28 North Lotts, Dublin 1, Ireland

If you need further assistance please contact us
Tel: 00 353 1 8728722 **Email:** info [AT] phonevolts.ie

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