**Product Return & Replacement Request Form**

**[Company Name]  
[Address]  
[Phone/Email/Website**]

1. **Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Full Name |  | Contact Number |  |
| Email Address |  | Address |  |
| City/State: |  | | |

1. **Purchase Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Invoice Number |  | Date of Purchase |  |
| Purchased From | ☐ Store ☐ Website ☐ Authorized Dealer | Store/Dealer Name (If Applicable) |  |

1. **Product Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Product Name |  | Model Number |  |
| Serial Number |  | Quantity |  |

**4. Reason for Return or Replacement**

Please select the reason:

|  |  |  |  |
| --- | --- | --- | --- |
| ☐ Product is defective | ☐ Damaged on arrival | ☐ Wrong item delivered | ☐ Missing parts or accessories |
| ☐ Product not as described | ☐ Change of mind (as per return policy) | ☐ Other: | |

**5. Description of the Issue**

Provide a brief explanation of the problem:

|  |
| --- |
|  |
|  |
|  |

Attach photos or videos (if required):  
☐ Photos Attached  
☐ Videos Attached

**6. Requested Action**

Please select one:  
☐ Replacement Required  
☐ Return for Refund  
☐ Exchange with Different Model  
☐ Repair Under Warranty  
☐ Store Credit

**7. Return Condition Checklist**

☐ Product is unused  
☐ Original packaging included  
☐ All accessories included  
☐ Warranty card included  
☐ Invoice copy attached  
☐ Product cleaned and ready for return

**8. Customer Declaration**

I declare that the information provided is true and accurate. I understand that the company’s return and replacement policy will apply to this request.

**Customer Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_

**9. For Office Use Only**

|  |  |  |  |
| --- | --- | --- | --- |
| Received By |  | Date Received | \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_ |
| Inspection Result | ☐ Approved ☐ Rejected | Remarks |  |
| Action Taken | ☐ Refunded ☐ Replaced ☐ Repaired ☐ Not Eligible | Processed By |  |
| Date Processed | \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_\_ |  |  |