

RATstands Customer Repair Form

****THIS FORM MUST BE SENT ALONG WITH ANY DAMAGED PRODUCTS****

Any repairs arriving without a form will not be accepted

Please fill in as much information as possible

Reference Number (please quote this number at all times and on any packages) (6-digit date format + full post code e.g.	
Customer name	
Customer phone	
Customer email	
Customer Address	
Date	
Product	
Description of problem	
Is product covered under warranty? (if so please attach proof of purchase)	YES / NO
Please paste a photograph of the problem or attach one to the cover email	

For RATstands use only

Part code	
Is there an agreed cost for this job	
Product to be returned by customer?	YES / NO
Details of repair	
Components repaired or replaced (please specify)	

Additional costs attached to this job	
List of all components used	