

# Goods Return Form – CODE A

## Incorrect Item received – Swaps

Must accompany ALL goods returned and contain ALL details requested.

Any returns without this form completed will be ignored and destroyed after 90 days

|                      |                      |  |      |   |          |               |
|----------------------|----------------------|--|------|---|----------|---------------|
| Transaction ID:      | (Paypal Transaction) | < the original Serial number issued when you placed the order. |      |   |          |               |
| Order Date:          |                      |  |      |   |          |               |
| Shipping Name:       |                      |  |      |   |          |               |
| Shipping Address:    |                      |  |      |   |          |               |
|                      |                      |  |      |   |          |               |
|                      |                      |  |      |   |          |               |
| Phone:               | Country              | -  | Area | - | Number   | Extension ( ) |
| Email:               |                      |  |      |   |          |               |
| *Refund / Charge to: | Card Number          |  |      |   | Exp Date | /             |
| Name on Card:        |                      |  |      |   |          |               |

\* Depending on the reason for / outcome of return, a refund may be given or a further charge made. (you will be contacted first before charges made)

| Stylicode# | Quantity | Reason for return |
|------------|----------|-------------------|
|            |          |                   |
|            |          |                   |
|            |          |                   |

1. Please observe the Checklist on the second page before you return any package
2. Return the product (in the original packaging if possible), to the address below.
3. **Any Package which arrives at our warehouse without this form COMPLETE will be ignored and destroyed after 90 days.**
4. We will ship the replaced / swapped unit back via standard surface mail.
5. Returns process and completion may take up to 15 business days after returns received, then allow 10 days shipping..
6. Please ensure sufficient, sensible packaging is used on returns
7. **Damage due to careless packaging will result in refunds/ replacements / swaps being declined**

|                 |  |                                     |
|-----------------|--|-------------------------------------|
| <b>Reason A</b> | <b>Incorrect Item received - Swaps:</b>  | <input checked="" type="checkbox"/> |
| >>              | If for whatever reason the item you received was wrong, you need to return it so we can make a swap.   | <input type="checkbox"/>            |
| >               | If the error was ours* we will not charge returning freight. (arrived different from IMAGE on website)   | <input type="checkbox"/>            |
| >               | If the item was ordered incorrectly**, shipping will be charged (matched image, but ordered wrongly)   | <input type="checkbox"/>            |
| >               | Differences in Item price will be charged / credited as per website price  | <input type="checkbox"/>            |
| >               | ALL swap returns must be received in our office in less than 60 days from Ordering   | <input type="checkbox"/>            |
|                 | *Our reference database is extensive, and huge care has been taken to ensure all cross-references are accurate. We are quick to admit our errors. **This refers generally to errors in selecting via model number / cartridge number (a common mistake) Care is required in choosing a stylus. | <input type="checkbox"/>            |

|  |           |
|--|-----------|
| I have read, understood, and agree to conditions on this document: | sign here |
|--|-----------|

**Returns Department  
Lumen Electronics Distribution Centre  
P.O.Box 90 439  
AMSC  
Auckland  
New Zealand**



Return all Products to the Address above: (Cut out and use on Package)

**Return Check List** (Customer to keep this section, best keep a copy of return form)

|                   |   |                                     |
|-------------------|---|-------------------------------------|
| <b>Checklist:</b> | Item to Send:   | <input checked="" type="checkbox"/> |
|                   | The Completed Returns form (above) (incomplete forms will be ignored) | <input type="checkbox"/>            |
|                   | The Incorrect stock   | <input type="checkbox"/>            |
|                   | Your old stylus so we can identify it (or whole cartridge)            | <input type="checkbox"/>            |