

# Cranberry RMA Form

- All goods returned to Cranberry if in a re-sellable condition are subject to a 10% handling charge unless the goods are defective. This charge is applied at the discretion of the Company.
- If you ordered the incorrect items, and the error is on your part, you will be responsible for the cost of sending the goods back to Cranberry. If the error was on our part, we will cover the return shipping costs.
- You are responsible for the re-packaging of the return goods to ensure all items are received back are in a re-sellable condition. If they are not in a re-sellable condition, you will be sent photographs of the item once the goods have been received at our offices, and no refund will be offered.
- All goods must be packaged in the original packaging or must contain the original packaging if the packaging was damaged and contain your order information.
- All returns or exchanges must be received at our offices within 30 working days of receipt of original order and no later than 10 days after an RMA number has been issued. Any goods received after this time unless prior agreement has been made with the company will waive the right of a refund. We cannot accept any goods back after 30 days.
- A returns number must be allocated prior to any returns. Please note we will not accept any returns if a returns number has not been requested and approved by a member of the company. Failure to comply with this will mean we will be unable to accept the goods back and no refund/credit will be offered.
- You can Request a Returns Number by emailing us this form or sending the information on this form in an email.

ORDER DATE

ORDER NUMBER

FULL NAME

TELEPHONE NUMBER

E-MAIL

COMPANY NAME if applicable

REASON FOR RETURN

Damaged Goods  Not suitable  Incorrect item received  No longer needed

Quality not as expected

Other

REFUND / EXCHANGE REQUIRED

Refund  Exchange

PRODUCT CODE

QUANTITY

SIZE / COLOUR

PRODUCT CODE

QUANTITY

SIZE / COLOUR

PRODUCT CODE

QUANTITY

SIZE / COLOUR

PRODUCT CODE

QUANTITY

SIZE / COLOUR

PRODUCT CODE

QUANTITY

SIZE / COLOUR

PLEASE ADD YOUR DELIVERY ADDRESS IF AN EXCHANGE IS REQUIRED.

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**OFFICE USE**

DATE RMA REQUESTED

ORIGINAL ORDER DISPATCH DATE

DATE RMA NUMBER ISSUED

RMA NUMBER

RETURNS RECEIVED DATE

REFUND/EXCHANGE GIVEN Y / N

IF NOT REASON WHY

GOODS RESALEABLE Y / N

SIGNATURE