

Return Form

1. CLIENT DATA

Original order number		
Order date and return date		
Company		
Department		
Contact Person		
Address		
Post Code		
City		
Country		
Telephone		
Mobile phone		
Email		

2. RETURN

Forest article code	Article description	Quantity	Reason*	Discovered on**

Reason for return of item

*Enter the corresponding reason number in the field 'Reason'

- 1 Wrong product
 4 Damaged (description required)
 5 Other, being:

- 2 Wrong delivery / item not ordered

- 3 Quality issue

**When did you discover it? Mention the corresponding letter in the field 'discovered on'

- A During production / prior to delivery to client

- B Returned by client / before / during installation.

- C Return by client, after installation. Installation took place on:

- Check if returning the item corresponds with our general terms and conditions;
- Before sending any items back, consult Forest Group that you want to return items;
- Complete the form and add it to the return shipment;
- Keep a copy of this form for your own records;
- Pack the items that you want to return properly, to prevent damage during transport (a product with transport damage occurred during return, will not be dealt with);
- Take good care when packing an item for return. Do not write on the actual product or packaging, or put stickers or scotch tape on the item or packaging;
- Issues with the shipping company in charge of returning the items to Forest Group, are for the shipper's risk. Therefore, keep your proof of shipment or arrange for a shipping insurance.