

# Return Form Wholesaler

Return Order Number Forest Group

## 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
- 2 Wrong delivery / item not ordered
- 3 Quality issue
- 4 Damaged (description required)
- 5 A complaint (description required)
- 6 Other, being: (describe opposite)

\*\*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;
- Notify Forest Group in advance of your return shipment by using this form. You will then receive an RMA form;
- Include this completed form together with the RMA form in your 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.