

Product Returns Form

Thank you for shopping with us. We are happy to arrange a return or refund for any unwanted items within 60 days of delivery, subject to Condition of Return (please see below).

Please fill out page 2 on this form and enclose with your returned item(s). If you do not have access to printer then please e-mail the form to customerservice@test-meter.co.uk

Once completed, please return to us choosing from the options below. Upon receipt we will inspect the returns and process the refund or credit ASAP.

RETURN METHODS

Choose one of the following ways to return.

1. ARRANGE YOUR OWN RETURN

Please return your items to:

Test Meter Group Ltd
Returns Department
1 Aston Court
Town End Close
Leeds
LS13 2AF

2. DPD ONLINE RETURN PORTAL

Head to the link below or scan the QR code:

https://our-returns.dpd.co.uk/ARRANGE_A_RETURN_TO_TEST_METER



You can return your order using our DPD portal for returns. Please head to the link above and follow the instructions.

Please note £7.50 +VAT will be deducted off your refund/credit when using this service when returning items using returns code 1, 2, 3, 6.



Print your returns label and stick on your package.



Drop off at your local DPD store.



DPD will keep you updated via text and email.

Product Returns Form

YOUR DETAILS

Order Number *	
Name *	
Company Name	
Support Ticket ID	

ITEMS TO RETURN

Product Code *	Item *	Quantity *	Return Code *

RETURN CODES

- (1) Changed my mind
- (2) The item was not as expected
- (3) I need to swap it for another item
- (4) Damaged or faulty on arrival
- (5) Incorrect item received
- (6) Other reason (Please provide more info below)

CONDITIONS OF RETURNS

- Unwanted items must be returned within 60 days from date of receipt.
- The goods are returned unmarked and undamaged in a resalable condition with all original packaging intact.
- Accessories, promotional items and free gifts included with the original order must be returned with the goods.

Please check and confirm the items are new and unused:

Please check and confirm that original packaging is included and intact:

Please check and confirm all accessories are included:

Would you like a Credit (A) or Refund (B)?

A

B