

ROUTER RETURN FORM

This form is only for routers purchased through TWS within last 12 months

If you believe your router to be faulty and you have already gone through checks over the telephone with our Support team, please return the router to the following address along with this signed and completed form:

Router returns
Total Web Solutions Ltd
12 Riverview
The Embankment Business Park
Heaton Mersey
Stockport
Cheshire
SK4 3GN

Once we have received the router we will run various diagnostic checks to determine whether or not it is faulty. Should we find no fault with the router it will be returned to you with an invoice for the following costs:

Router diagnostics = £23.00 + VAT

Courier cost = £7.00 + VAT

(Northern Ireland, Isle of Man or non mainland = £15.00 + VAT courier cost)

Should we find the router to be faulty, we will of course return it to our supplier and they will issue a replacement free of charge. We will then invoice for courier cost only (as per above).

By signing and returning this document you are agreeing to our hardware return policy

Company:

Position:

Name:

Signature:

Date:

