



● Form for exchange under guarantee

Before requesting an exchange under guarantee, please check the 4 points below:

- 1 • You purchased your remote control less than one year ago for a gate remote control or less than 3 months ago for a TV/Hi-Fi/Video remote control.
- 2 • The problem is not due to the battery. Even if the diode lights up, try changing the battery, because it may not have sufficient power to operate your equipment remotely.
- 3 • Your remote control has worked in the past. If it has not, you may have ordered the wrong reference number.
- 4 • If all remote controls have ceased to function, check that the problem does not come from the receiving equipment.

Please find below the procedure to follow should you wish to return one or more items:

- 1 • Return authorisation number:

To obtain an authorisation number, please have your invoice to hand and contact customer services, by calling **0207 399 7782** Monday to Friday 8am to 11.30am and 1pm to 5pm or by e-mail at contact@remotecontrol-express.co.uk.

- 2 • Fill in the table below:

Order number or invoice number	
Order date	
Family name and given name	
Reference to be returned	<i>(brand and model)</i>
Quantity to be returned	

- 3 • Prepare the product(s) to be returned:
Each product must reach us in good condition. If the failure of your remote control is due to an impact or other abnormal occurrence, it will not be replaced under the guarantee. All the remote controls we receive are tested and verified.

- 4 • Send the product(s), together with this form, in a parcel using a service which provides a signature on delivery, to:

Télécommande Express
13, rue Georges Auric - 75019 Paris - France

► **PLEASE NOTE:** returns which are not accompanied by a return authorisation number will not be processed.

Request made on at.....

Signature: