[](https://cctvdirectonline.co.uk/index.asp)

Returns Form

Name: ……………………………………………………………………………..

Date Of Purchase: …………………………………………………………….

Invoice Number: ………………………………………………………………

Product Details/Product Code: ………………………………………..

Have you tested with another Power Supply: Yes/No

Product Issue/Fault:

When / How Did The Fault Present Itself:

Please print this off and place it into the packaging of the product that you are returning.

Please also read the terms and conditions below before sending out any products.

**Returns Policy**

**Order Cancellation**

* The Buyer may cancel other orders at any time before they are dispatched by emailing us on info@cctvdirectonline.co.uk or calling us. (a restocking charge may be applied)
* Goods that have been ‘over ordered’ or are no longer required will be accepted back for a minimum of 20% restock fee if reported within 14 days of the invoice date. Goods must be in an unused boxed, original condition otherwise a restock fee will be increased or goods returned.

**Warranty**  
The standard warranty of the products sold by CCTV Direct UK Ltd and listed in the 2019 catalogue is 1 year with the exception of some products.  
  
The warranty covers failure of equipment either DOA or when in general operation and does not cover any defect arising from mishandling, incorrect installation, improper use of the product or an act of god. Any damage, modifying of cables or opening of sealed units will invalidate any warranty  
  
All Hikvision products have a warranty of 3 years with the same terms and conditions as above.   
  
**14 Day Returns - Returns Policy**  
CCTV Direct UK Ltd operates a 14 day no quibble guarantee, which is the return of goods from date of invoice. We will issue a full credit, as long as the goods are boxed as sold and in new condition with all leads, connectors, manuals and accessories. If the goods are not in perfect condition a credit will not be given. Carriage will not be credited on 14 day no quibble returns

**Returning the product, you must arrange the return of the product(s) to the following address - Must be recorded delivery:**  
  
CCTV DIRECT UK LTD  
73 WHALLEY NEW ROAD  
BLACKBURN  
BB1 6JY  
  
**Note**  
All returned items must be packed carefully to avoid damage during transit and supplied with all original leads, connectors, manuals and accessories. If possible please use the original packaging. Any items received damaged in transit or in an unsatisfactory condition will not be covered under warranty. Please note that CCTV DIRECT UK Ltd will not be liable for any loss or damage incurred during transit. All products returned must be accompanied by the returns form and a valid Returns Number. The returns form must be securely affixed to the top of the box the goods are being returned in. Any goods received without a returns form attached will not be processed.  
  
**Processing returned item**  
After the faulty equipment has been tested, we will at our discretion, repair or replace with the same, or a product with equivalent specifications, or fully/part refund the value of the product.  
  
If the product is outside the warranty period or is returned damaged, a repair or replacement can be supplied for an agreed charge. If the product is returned in an unsatisfactory condition it may be subject to a handling charge of 20% and/or be deemed to invalidate the terms of the warranty. Any item returned to us and found to have no defect will be subject to an inspection and handling charge of £25 and will be returned to the customer.  
  
Delivery costs to be borne by the customer. Special order and customised products are deemed non-returnable. At our discretion, in exceptional circumstances, we may allow a return of such items subject to a restocking charge of 20%.