



● **Form for product returns within 7 days**

You may return your product to us and request that we reimburse your order within 7 days from the date of delivery.

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 **+44(0)207 399 7782**, Monday to Friday 9am to 12.30pm and 2pm to 6pm (Continental time, GMT+1) or by e-mail at **[contact@remotecontrol-express.com](mailto:contact@remotecontrol-express.com)**.

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 perfect condition, in its original packaging, with its instructions and any accessories.  
We cannot accept returns for products which are damaged or incomplete!  
In such cases, you will forfeit your right to a refund and the product will be returned to you at your expense.

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: