

RETURN FOR CREDIT & WARRANTY CLAIM FORM

Digitally fillable customer return submission

IMPORTANT: This completed form must accompany all returned goods. Returns without this document may be rejected.

Purpose of this Form

Use this form to request either (i) a **Return for Credit** or (ii) a **Warranty Claim**. A separate completed form should be used for each return consignment wherever possible.

Strict Submission Rule

Goods returned without this completed document, or without a valid approved reference, may be **refused**, returned to sender, or held pending clarification at the customer's cost.

1. Customer & Account Details

Complete all fields in full

Date	Account Number	Invoice Number
Company Name	Contact Person	
Telephone	Email Address	Fast Forward Sales Representative

Return Shipping Address

2. Return Type & Product Details

Tick all applicable boxes and complete product details

☐ Return for Credit
 ☐ Warranty Claim - Repair
 ☐ Warranty Claim - Replacement
 ☐ Shipping Error

Item Code / SKU	Quantity	Serial Number(s)	Brand

Condition of Goods

☐ Unopened / Factory Sealed
 ☐ Opened
 ☐ Defective
 ☐ Damaged in Transit
 ☐ Other

Detailed Reason for Return / Description of Fault

3. Customer Declaration & Submission Control

Mandatory acknowledgement

By submitting this form, the customer confirms that the information supplied is true, complete and accurate; that the returned goods comply with Fast Forward IT's stated return conditions; and that any returned stock may be inspected and either approved or rejected in accordance with the terms on page 2 of this form.

☐ I have read and accept the Return for Credit and Warranty Terms & Conditions set out in this document.

Authorised Name	Signature	Date

STRICT TERMS & CONDITIONS

These conditions govern all return for credit and warranty submissions

IMPORTANT: This completed form must accompany all returned goods. Returns without this document may be rejected.

A. Core Return Conditions

Strictly enforced

1. This document must be completed in full and must accompany all returned goods.
2. Any stock returned without this document, without sufficient supporting information, or without an approved reference may be refused and returned to sender at the customer's cost.
3. Fast Forward IT reserves the right, in its sole discretion, to inspect all returned goods before any credit, replacement, or further processing is considered.

B. Returns for Credit

No exceptions beyond the stated window unless agreed in writing

4. All requests for **Return for Credit** must be lodged within **30 (THIRTY) calendar days** from the original invoice date.
5. **Strictly no returns for credit will be accepted after 30 days.**
6. Goods returned for credit must be **factory sealed**, in the **original packaging**, complete in all respects, and in a condition suitable for immediate resale.
7. Fast Forward IT reserves the absolute right to **refuse credit** where packaging has been opened, the product has been used, marked, damaged, tampered with, incompletely returned, or is otherwise not in a resalable condition.
8. Approved credits are processed within **7-14 working days** from the date of final approval and completion of all required inspections.

C. Warranty Claims

Manufacturer decision applies

9. All warranty claims are subject to assessment and final decision by the relevant **brand / manufacturer**.
10. Fast Forward IT acts as the **distributor** only and does not make the final warranty determination on behalf of the brand.
11. Initial warranty assessment and brand feedback may take approximately **7-14 working days**.
12. Once approved, any warranty credit or replacement may take up to a further **14 working days**, subject to supplier response, stock availability, and brand process.

D. Packaging, Non-Compliance & Reservation of Rights

Read carefully before shipping

13. All returned goods must be securely packaged to prevent transit damage and must include all original accessories, manuals, inserts, and related components where applicable.
14. Fast Forward IT reserves the right to reject non-compliant returns, to return such goods to the customer, and to recover any reasonable handling, transport, or administration costs arising from non-compliance.
15. Submission of this form does not, by itself, constitute approval of a credit, warranty, replacement, or collection.
16. No waiver, indulgence, or prior exception will amend these conditions unless confirmed by Fast Forward IT in writing.

FINAL NOTICE: RETURNS RECEIVED WITHOUT THIS DOCUMENT MAY NOT BE ACCEPTED.

Return Address

Fast Forward IT (Pty) Ltd
Unit 2, 38 Avalon Road
Westlake Park, Modderfontein
Gauteng, South Africa
Tel: 010 500 1155