

RMA Request



Company Name:	
Contact Name:	
Full Address:	Tel No:
	Mobile No:
	Fax No:
Postcode:	E-mail Address:

Please tick one of the following options below:

- ADSL activation failure
- Cancelled Order

RMA Details	
Router Model (i.e. SpeedTouch 536)	
Serial Number	
Zen Customer Order Number	
Further Information (if applicable)	

ADSL Activation Failures

In the case of an activation failure the router(s) and micro-filters must be returned to avoid any charges for non-returned goods. Please note that returns due to ADSL Activation failures will only be accepted within 14 calendar days from the date to which you receive notification of activation failure.

1. Please contact Zen Customer Services on 0845 058 9000 (Option 5) to confirm the failure
2. Please complete and return this Return Merchandise Authorisation (RMA) Form
3. You will receive a pre-paid, addressed jiffy bag to return the router to our supplier. We would also recommend you include your address details on the package as the return to sender information.
4. Upon receipt of the equipment, we will issue a credit note

Cancelled Orders

Please note that cancelled orders will only be accepted within 14 calendar days from receipt of equipment. A fee is applicable to all units returned due to a cancelled order which will cover the £8.25 return postage charge. The charge will be debited from the credited amount issued to you upon receipt of the returned unit.

RMA Request



1. Please contact Zen Customer Services on 0845 058 9000 (Option 5) to confirm that you are cancelling the order / do not require the router
2. Please complete and return this Return Merchandise Authorisation (RMA) Form
3. You will receive a pre-paid, addressed jiffy bag to return the router to our supplier. We would also recommend you include your address details on the package as the return to sender information.
4. Upon receipt of the equipment, we will issue a credit note

Important

Please ensure that you ONLY return goods to the address supplied on the pre-paid jiffy bag. Please do not return goods directly to Zen Internet, as this may result in further charges being incurred by you.

Returned goods should be returned to in the same condition that you originally received them, together with their original packaging. In the event that the goods are not returned, or are returned damaged, I hereby authorise that Zen Internet charge my account for the equipment at list price, as displayed by each item on:

Residential hardware:

<http://www.zen.co.uk/Broadband/buyhardware/home-broadband-hardware.aspx>

SOHO & Small Business hardware:

<http://www.zen.co.uk/Broadband/buyhardware/soho-sme-broadband-hardware.aspx>

Corporate hardware:

<http://www.zen.co.uk/Broadband/buyhardware/corporate-sdsl-broadband-hardware.aspx>

I have read and agree to the applicable 'Terms and Conditions of Service' at <http://www.zen.co.uk/policies.aspx> (available by fax upon request). I am authorised to order the service(s) and understand the details described on this form.

Signed: _____

Date: / /

Name: _____

Job Title: _____

Once completed in full, please fax this form back to us on 0845 058 9110, or alternatively e-mail it to customerservices@zen.co.uk. Incomplete forms will result in delays for which Zen Internet will not be held responsible.