

Your satisfaction is very important to us. So if you're unhappy with your Loc8tor, please let us know within 30 days of purchase*;

1. Contact our customer satisfaction team on **0208 207 0880** or **sales@loc8tor.com**.
2. If they cannot resolve your query, they'll issue you with a Returns Number.
3. Complete and return this form and the product to Loc8tor, Devonshire House, Manor Way, Borehamwood, Herts, UK WD6 1QQ. We'd recommend that you use a signed for service.
4. On receiving a completed Returns Form; normally we'll send you a **replacement** within 3-5 working days and we'd expect to process **refunds** within 5 working days.

Please remember we can only process exchanges / refunds if the product is in its original condition and packaging. By posting or emailing this form to us you understand and accept our T's and C's (loc8tor.co.uk/terms-and-conditions/).

First Name		Date of Order	
Surname		Order Number	
Address		Date of Return	
		Return Number	
		Tel Number	
Postcode		Email Address	

Quantity	Product Name/Number	Reason/Code**	Replacement***	Refund***
	Tabcat		<input type="checkbox"/>	<input type="checkbox"/>
	Tag		<input type="checkbox"/>	<input type="checkbox"/>
	Loc8tor Lite		<input type="checkbox"/>	<input type="checkbox"/>
	Loc8tor Pet		<input type="checkbox"/>	<input type="checkbox"/>
	Loc8tor Pet bundle		<input type="checkbox"/>	<input type="checkbox"/>
	Loc8tor Plus		<input type="checkbox"/>	<input type="checkbox"/>
	GPS		<input type="checkbox"/>	<input type="checkbox"/>
	Webcam		<input type="checkbox"/>	<input type="checkbox"/>

* If faulty, you have up to two years from purchase to return your product.

** Please record Return Reason Codes in the column above

- | | |
|------------------------------|---------------------------|
| 1. Parcel damaged on arrival | 4. Customer not satisfied |
| 2. Product defective | 5. Incorrect item ordered |
| 3. Arrived late | 6. Other _____ |

***Please tick one.