

Please call eFOLDi on 0800 999 8123 or email this form to [sales@efoldi.com](mailto:sales@efoldi.com)

Date

Customer Full Name

Address

Postcode

Sales Order/Invoice Number

Serial Number

Product Purchased


RMA Number (eFOLDi will give you this number)

### REASON FOR REQUEST

Product is not suitable for me\*

☐

Damaged in Transit (this must be reported within 48 hours of receipt)

☐

Faulty product requires repair

☐

Please detail \_\_\_\_\_

### Returns Policy

If you are not happy with your purchase from SunTech UK Limited t/a eFOLDi, send it back within 14 days of Delivery

The item must be as new and unused. Indications of use include, but are not limited to: Cracks, scratches, dirty tyres, pet hair or other household dirt, wear to seats and armrests, damage to charging ports, scratches to the frame, or other areas of the product

**The product must be sent back with all items including (but not exhaustive) keys, battery, charger, manual and original packing\*\***

Return shipping costs are the responsibility of the customer, we recommend you use a tracking service and shipping insurance

Items must be returned within 14 days

Unfortunately, delivery service fees, including Next-Day and Overnight shipping fees, Inside Delivery, White Glove Delivery and Tech Set-Up are not refundable

\* Subject to our eFOLDi Terms & Conditions found on our Website; [www.efoldi.com](http://www.efoldi.com)

\*\* New Packaging supplied on Request

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