

Form no: CELGR2	Title: Goods Returned Form	Rev: 0
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Goods Returned Form

Contact Name			
Company			
Address			Post Code
Telephone			
Fax			
Email			

Your Reference	
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Return Address (If different from above)		
	Post Code	

Please Send Returns Note Number By:	Email	Fax	(Please Delete as appropriate)
Please Advise Costs Prior To Actioning	YES	NO	(Please Delete as appropriate)

	Qty	Part No.*	Description	Invoice Date*	Invoice Number*	Action**
1						
2						
3						
4						
5						
6						

* Please enter as much detail as possible to speed up processing

	Enter Description of Fault for Each Line (If Faulty)
1	
2	
3	
4	
5	
6	

****Actions Codes**

1	Test, Repair and Return Under Warranty	2	Test, Repair and Return Outside Warranty
3	Test, Repair and Credit Under Warranty	4	Test, Repair and Credit Outside Warranty
5	Incorrectly Ordered (Credit Less Handling Charge)	6	Duplicated Order Please Credit
7	No Longer Required (Credit Less Handling Charge)	8	Picking Error Please Credit
9	Order Cancelled Please Credit	10	Damaged Item Please Replace
11	Damaged Item Please Credit	12	Other (Please State Above)

Control Equipment Use Only	Date Received	
Returns Number	Approx. Turn-around Time	
Additional Notes		

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Control Equipment Terms and Conditions - Returns

1. Unless otherwise stated, the warranty period is 12 months from the date of purchase any items returned outside of this time limit will be repaired at customers expense.
2. Damaged deliveries MUST be reported within 72 hours to enable a claim to take place, if it is not reported within this period then your claim may be rejected.
3. Picking Errors & Sales Person Errors must be reported within 48 hours.
4. All returned goods must be in original packaging if possible, and packaged adequately to avoid damage in transit, failure to comply may result in goods being warranty void.
5. Unless otherwise stated, carriage will be at the expense of the sender and adequate insurance must be taken to cover goods in transit. Any items lost in transit will not be the responsibility of Control Equipment Ltd.
6. If an incompatible product has been ordered or product is no longer required any refund authorised will be minus a restocking fee as long as goods are in a pristine condition.
7. Control Equipment will aim to process and complete outstanding returns with in 28 days of receiving the returns. Customer should allow 28 days to process their return.
8. Upon Receipt of any return the customer will be issued with a Return Number and this will be communicated in writing by the chosen method as indicated on the returns form along with the approximate repair time.
9. Control Equipment Ltd does not accept any liability for loss of income or claims of any such nature, due to the returns not being processed by the specified time.
10. If a Control Equipment returns form is not sent with the return, this will result in a delay processing the return until the correct Returns Form or missing information is received.
11. The warranty does not cover the following: Misuse in any way, unauthorised repair, accidental damage, damage resulting from improper installation, altered serial numbers.
12. Credit of items no longer under warranty, found to be misused in any way, damaged accidental or otherwise is strictly at Control Equipment discretion less any associated repair and restocking costs.

Auth. by: TP	App. by: GDW	Page 2 of 2	Distribution: QA Manager
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