

Returns Request



**GARDNER
ENGINEERING
LTD**

OFFICE USE ONLY

Returns number:

Company:

Contact name:

Contact number:

Collection address:

Contact name:

Contact number:

Product code/description	Units	Quantity

Reason for return: (If faulty please describe the fault in detail)

Our delivery/invoice number:

Your order reference:

PLEASE NOTE WE CANNOT PROCESS A RETURNS REQUEST UNTIL THIS FORM IS SIGNED BY AN AUTHORISED PERSON ACCEPTING OUR TERMS OF RETURN (PAGE 2 OF THIS DOCUMENT). ALL GOODS MUST BE RETURNED WITHIN 7 DAYS OF A RETURNS NUMBER BEING ISSUED FOR A CREDIT TO BE RAISED.

Restocking charge

if an item is returnable there is a minimum of 10% or £20 restocking charge on all excess to requirement returns whichever is the larger amount. Special orders or bespoke orders cannot be returned.

GDPR

Gardner Engineering Limited are GDPR compliant, please find a copy of our privacy policy at: gardnerengineering.co.uk/privacy-policy/

Unit 12,
Rosewood Park Ind. Estate,
Blackburn, Lancashire,
BB1 8ET

Authorised signature:

Print name:

T: 01254 583338

workshop@gardnerengineering.co.uk
www.gardnerengineering.co.uk

Terms of Return

Quality Control

- In the event of the product is incomplete or incorrect please contact us immediately on **01254 583338** and speak to our customer service team whilst you are on site with the goods.
- Please quote your delivery note number.
- If our customer service team are unable to resolve the problem you will be issued with a returns number.
- We will arrange a replacement and organise collection of the faulty one. Please ensure the faulty unit(s) are in the original packaging with all instructions and securely packed ready for collection.
- Please do not write the returns number or anything else on the box.

Replacement(s) will be sent at our cost and will not be invoiced. We will collect goods within 7 days of request and credit replacement in full if confirmed faulty. Goods that are not collected within that time can only be classed as faulty in Warranty and will be repaired and sent back.

Warranty repairs

- In the event of a warranty failure please contact us immediately on **01254 583338** and speak to our customer service team whilst you are on site with the goods.
- Please quote your delivery note number/ invoice number
- If our customer service team are unable to resolve the problem we will email a Returns request to be filled out in full, please email this back immediately.
- Please make sure the items are securely packed ready for collection.

The goods will be collected at our cost within 7 days from request, these will be repaired free of charge and returned. If the fault has been caused by site problems or installation, then the repair will be chargeable plus carriage and a £25 admin fee. NB: If no fault is found then we will charge all carriage costs to the customer.

Goods sent in error

- In the event of goods being sent in error by Gardner Engineering please contact us immediately on **01254 583338** and speak to our customer service team whilst you are on site with the goods.

These will be collected at our cost and credited in full. Simply inform us within 48 hours of delivery and make the goods available for collection within 7 days.

Damaged on delivery

- In the event of goods being damaged on arrival please contact us immediately on **01254 583338** and speak to our customer service team whilst you are on site with the goods.

We can only accept Goods as damaged on delivery provided it is noted on the delivery note or we are informed within 24 hours of delivery. It is the responsibility of the recipient to open packaging and inspect goods.