



RETURNS PROCEDURE

IMPORTANT RETURNS INFORMATION

Please ensure you follow this procedure and complete the returns form **FULLY**. This will ensure that your return is dealt with as quickly and as efficiently as possible.

You will have been advised if a collection has been arranged for you, or if you need to send the parcel back via your own method. If you are arranging shipment of the parcel, please ensure you use a recorded postal service or courier.

THE RETURNS FORM

- 1) You should print a copy of the following returns form and ensure that all details have been completed in full. Please ensure the address you enter is the **FULL** invoice address used when placing your order (as shown on your invoice). Your account number is also shown on your invoice and this should be entered onto the form.
- 2) A detailed explanation of why the goods are being returned must be entered.
- 3) You must also state the required action. Whether you want a refund, replacement etc.

Please Note: We will not be able to process your return without the above details being completed.

PACKAGING

- 1) It is your responsibility to ensure the parcel is well packaged in a strong outer box and sealed. We advise using bubble wrap or similar within the parcel for fragile items.
- 2) If an item is being returned non-faulty/ unwanted. It must be sent back in its original packaging with all internal packaging and manuals etc included.
- 3) All goods being sent in their original packaging must then be placed in another outer box or wrapped in brown paper, this will ensure the original packaging remains undamaged. You must not use brown tape, staples, gaffa tape etc on product packaging.

Please Note: You are responsible for ensuring your return parcel is well packed. We will not refund, replace or repair any items that are received back damaged due to a result of poor packaging.

PRODUCT POLICIES

- 1) Any conventional lighting return must have the bulb removed and separately sealed within the package before returning.
- 2) Any units which take fluid must be fully emptied before being returned. Failure to do this will void your warrantee and a refund or replacement will not be issued.



This form must be completed in FULL and enclosed within your returns parcel.

FULL NAME & ADDRESS <i>(This must be the same <u>INVOICE</u> address that was used when purchasing your goods.)</i>	PREFERRED DELIVERY ADDRESS <i>(If Different from invoice address)</i>
POST CODE:	POST CODE:
CONTACT NO:	CONTACT NO:

ACCOUNT NO:	ORDER NO:
--------------------	------------------

ITEMS & QTY RETURNED	REASON FOR RETURN

ACTION REQUIRED (Please Circle)	REFUND	REPLACEMENT/ REPAIR	ALTERNATIVE ITEM (please state)
---	--------	---------------------	------------------------------------

.....
Please cut along this line & affix the address label to the outer packaging.

**TERRALEC LTD
 OSPREY HOUSE
 FEATHERBY WAY
 PURDEYS IND EST
 ROCHFORD
 SS4 1LD**