

Customer Return Request Form

Customer Name:			
Contact Name:			
Tel No:		Email:	
Sales Order No:		Invoice Date:	

Return Code* Options:

F = Faulty

W = Wrong Item

D = Damaged

C = Ordered in Error / No Longer Required

Qty	Item Code / Description	Return Code*	Notes

Full Description: (Please describe the fault experienced, or reason for the return, in detail below)

Signed:
Name:
Date:

Use of this form implies acceptance of our Standard Terms & Conditions

Office Use:

SRN No.		Issue Date:	
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Returns Procedures & Terms:

All returns are subject to our standard terms and conditions available to view on our website:
www.gatemotors.co.uk/terms

Items being returned for Warranty Repair

- You will be required to prove that you purchased the items directly from us. Please have your order number to hand so that we can trace your transaction.
- If you believe you need to return any items for fault testing you must first contact technical support on the telephone numbers provided on the website to run through diagnostic testing in the first instance.
- Technical support will initially talk you through some basic tests. If they are unable to resolve your problem this way, you will then be invited to complete a Customer Returns Request Form to return the item for further testing.
- Once an SRN number has been issued, you must return the item clearly labelled with the SRN number (label found on page 3 of this document) within 21 days of it being issued. The SRN number will expire after 21 days and the return will be closed.
- If the item is found to be faulty, and within our 12 month return to base warranty period (from date of invoice), we will repair or replace the faulty item(s) and return them to you at our expense.
- If the item is found to have been damaged, it will not be covered under the manufacturer's warranty and any repair will be chargeable.
- In the event of no fault found, a £30+ VAT charge will become payable and the items(s) will not be returned to you until receipt of the aforementioned payment.
- All items returned that are outside of warranty will incur a testing fee of £30+ VAT before a quotation is provided for any potential repairs.

Items being returned for Credit


- If you receive goods that are no longer required, you should advise us in writing, and received by us, within 7 working days delivery.
- All items, including original parts, accessories or manuals, should be in an unused and re-saleable condition and returned as complete items. If any of the items, or their component parts, have been used, damaged (whether by you or your agents whilst in your possession, or in transit from you to us), we will either reject the item for return or charge you for the parts & labour necessary to restore the items to a re-saleable condition.
- If the return request is through no fault of our own, we will impose an administration and re-stocking charge of **20%** of the items invoice price.
- We will refund delivery charges only if the return is due to an error by ourselves.

Important Notes

- ❖ Do **NOT** return any items without first obtaining an SRN from us. Any goods returned without an SRN & supporting documentation may not be accepted and delays could be experienced.
- ❖ Once you have completed and signed the Return Request Form, please return it to us via email, fax or post. Once approved, you will be issued with a Sales Return Number (SRN) so that you can return the item to us and it can be tracked through the correct channels.
- ❖ Once provided, you should enter the SRN on the packing label (page 3), and return on the outer side of the packaging. Please ensure that any goods returned to us are well packaged, any items not packaged securely may not be eligible for a credit.
- ❖ The goods should be returned to us within 21 days of the SRN being issued.

SRN:

**Gate Motors
Unit 4, Chalwyn Industrial Estate
Poole
Dorset
BH12 4PE**

 *Please cut out this label and tape securely to your parcel. Items returned without an SRN attached will not be processed.*