



CUSTOMER RETURNS PROCEDURE

This procedure is designed to ensure that Customers Returns are processed to specified standards by ensuring that the required information is available to process the return and thus issue any credit note (if applicable) quickly and accurately.

FAILURE TO RETURN GOODS WITHOUT THE CORRECT PAPERWORK WILL RESULT IN CONSIDERABLE DELAY AS THESE ITEMS WILL NOT BE GIVEN ANY PRIORITY AND CAN RESULT IN THE ITEMS BEING SENT BACK TO YOU.

1. Requesting a Returns Form

- i. Before any items are returned we will need you to first contact us either by telephone or fax and request a Returns Authorisation Number from us. Stating the reason why you wish to return the item. You will also need to provide Invoice or Despatch note that these goods were supplied against initially

FAX 01902 790900
TELEPHONE 01902 790909

- ii. We will then send you a Return Form by post or fax. **All parts of the Returns Form must be completed stating the Returns Authorisation Number.**
- iii. You should complete this form and fax to us.
- iv. When we are satisfied that the Return meets the criteria below and we agree to the Return we will notify you that you are able to return the goods to us, or we will arrange collection from you
- v. You should then enter this number on the Returns Form, and send a copy with the goods.
- vi. Please do not return items before you have received the Returns Authorisation Number or confirmation from us that they can be returned. **Any items returned without correct Returns number & paperwork will NOT be accepted**

2. Packing

- i. To prevent damage to goods being returned, they must be packed to the same standard in which they were received.
- ii. All goods must be in their original manufacturers packing, if applicable, be unmarked and in a re-saleable condition for us to accept them back.

3. Refunds

- i. If the goods you are returning qualify for credit, we will endeavour to raise a Credit Note within ten working days of the goods arriving at ABGO Western Automation, Wolverhampton, provided they are accompanied by all the necessary paperwork.
- ii. If goods are returned as surplus to your requirements and are not faulty on receipt, a re-stocking charge of 15% minimum will be deducted from the Credit Note value.
- iii. Carriage charges on invoices for "goods no longer required" & "incorrectly ordered" will not be credited
- iv. Carriage charges applied for sending replacement goods, in place of any goods suspected to be faulty, will be credited only after confirmation by manufacturer's inspection that goods are faulty.
- v. Credits for faulty goods will only be issued upon confirmation that goods are faulty by manufacturer's inspection.

4. Timescale for Claims

Reason for Return

Timescale

Faulty goods

Notify Abgo within **12 months** from the date of invoice.

Damaged in transit

Notify Abgo within **3 days** of receipt of goods.

Goods no longer required (Subject to agreement)

Goods over **28 days** of from date of invoice will not be accepted.

Goods incorrectly ordered (Subject to agreement)

Goods over **28 days** of from date of invoice will not be accepted.

Goods incorrectly supplied

Notify Abgo within **7 days** of receipt

ABGO Western Automation
Unit 4, The Dell, Enterprise Drive, Four Ashes, Wolverhampton, WV10 7DF





ABGO Western Automation

RETURNS FORM

Company Name _____

Fax/Phone Number _____

Contact Name _____

Invoice No / Delivery Note No _____

Date goods received _____

**Returns Authorisation No.
issued by ABGO**

Please indicate your reason for return

- Faulty Goods
- Damaged in Transit
- Goods no longer required
- Goods incorrectly ordered
- Goods incorrectly supplied

Product Details

<u>Part No</u>	<u>Quantity</u>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Please give supplementary information about your claim:

The above information is required for us to both process your credit quickly and to help us to constantly review our service levels.

**A COPY OF THIS FORM, INCLUDING THE RETURNS AUTHORISATION NUMBER, MUST ACCOMPANY THE RETURNED GOODS
THANK YOU FOR YOUR CO-OPERATION.**

OFFICE USE ONLY

Return Accepted / Declined _____ Date _____ Signed _____

Handling Charge. _____ Comments _____

Credit Note Issued Date _____ Signed _____