

Customer Return Form



All returns must include a completed copy of this form for processing.

Non-Warranty returns:

- Damage or shortages or incorrect items must be reported within 3 days of receipt of goods.
- Stock items no longer required may be returned for credit within 28 days of receipt.
- Refunds on unwanted items will however be subject to a handling charge of 10% to cover administrative costs.
- **PLEASE NOTE:** We are unable to provide credit on electrical or special order items.

Warranty returns:

- Unless otherwise stated, all parts are covered for a period of 12 months from the date of purchase.
- Warranty is limited to the cost of the warranted item and does not extend to cover garage labour, delivery or any other consequential costs.
- Items that are proven faulty will be exchanged for new replacement parts and not a monetary payment.
- No warranty claim will be accepted if failure is caused by misuse, neglect, overheating (engines) incorrect installation or failure of a related component.

Exchange/Core Units:

- MUST be returned within 3 months of date of invoice.
- Core units must be in a complete and serviceable condition, clean, drained of any fluids and fully assembled.
- Core units must be an exact match to the part purchased
- Failure to meet these requirements will invalidate your surcharge refund.

All Returns:

- The customer is responsible for returns carriage, unless the return is due to our error in supply or the product is faulty.
- It is your responsibility to ensure the item is packaged adequately and returned to us via a tracked courier.
- Refunds will only be made to the original method of payment
- We bear no responsibility for any items not supplied by Brown & Gammons Ltd
- Items returned outside of the stated returns timeframe will not be accepted for credit and may be destroyed.

Part Number	Qty	Invoice Number	Invoice Date	Reason for Return (See codes below)	Credit number (office use only)	Return code (office use only)

Reason Return Codes:

A) Ordered in Error B) Faulty Parts C) Exchange/Core unit D) Damaged parts in transit E) Wrong Part supplied F) Other (please explain)

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