

TERMS AND CONDITIONS

- All returns must be made via our Return Policy and Procedure.
- All returns must be authorized with a completed **RETURN REQUEST FORM**.
- Credits cannot be issued for goods purposefully damaged.
- Credits cannot be issued for goods excluded in warranty coverage.

NON-DEFECTIVE GOODS RETURN

Examples of non-defective returns include:

- Incorrect goods ordered.
- Incorrect goods received.
- Goods are no longer required.

The following rules apply to non-defective returns:

- Goods must be **returned within 28 days** of your order.
- Goods must be in original packaging and in **new and resalable condition**.
- Any non-defective goods that were used or fully/partially installed are **non-returnable**.
- The customer is responsible for all return shipping charges and subject to a **30% handling charge**.
Exception to this is made if the return is due to a shipping error and to be confirmed with our customer service team.

DEFECTIVE, DAMAGED AND WARRANTY RETURN

Examples of defective, damaged or warranty returns include:

- Goods arrives damaged - resulting from shipping and handling.
Important: please contact us immediately so that a claim can be filed with the carrier.
- Goods arrive damaged but do not appear to be the result of shipping and handling.
- Goods were correctly installed but do not operate.
- Goods have been operating but not functioning as it should be.
- Goods have been operating but fails prematurely within the specified warranty period.

The following rules apply to defective, damaged or warranty returns:

- For goods that arrives damaged from shipping, **please contact us immediately to file a claim with the carrier**.
- For non-shipping related damage, the goods must be **returned within 28 days** of your order.
- For goods that were installed but did not operate or not functioning as it should be, **please first contact our customer service team for potential troubleshooting advice**.
- Goods returned will be subjected to review and confirmation by the technical department.
- The customer is responsible for all **return shipping charges**. This cost will be covered by the credit if the goods are deemed faulty or defective by the technical department.

PROCEDURE FOR RETURNS

- Complete the convenient online **RETURN REQUEST FORM** or contact our customer service team on **0114 279 8999 opt 3** or send the form by email to **returns@redarrowelectrical.co.uk**.
- State the reason for return in the **RETURN REQUEST FORM**, if it's faulty or defective or damaged, **please give as much detail as possible to shorten the processing time**. Our customer service team may contact you for more details when needed.
- A returns note will be shared with you, please follow the detailed shipping instructions from the return note.
- Please be sure **to include your return label with return note number on it**.
Goods that arrive without a return note number may be refused.
- Upon receipt of the goods to us, please allow up to **7 to 30 business days (depending on the reason for return and details given)** to process your claim and issue your credit.
- Please place a new order if a replacement is needed.

RED ARROW

RETURN REQUEST FORM



Please always send this form to returns@redarrowelectrical.co.uk before any returns.

If you may have any questions, please contact our customer service team at **0114 279 8999 opt 3** or write an email to returns@redarrowelectrical.co.uk.

CUSTOMER DETAILS

CUSTOMER NAME

ADDRESS

TELEPHONE

EMAIL

PURCHASE ORDER NUMBER

ACCOUNT REF

RETURN DETAILS

ITEM CODE	ITEM DESCRIPTION	QTY	REASON FOR RETURN

Please add a detailed description of any faults or damage.

***Please make this as detailed as possible to shorten the processing time.**

E.g. When was the fault happening? How and for how long was the fault happening?
How were the goods installed? Did any Mechanical or Electrical faults happen?