

Returns Form

Returns Code:		Internal Use Action Taken:	
Order/Invoice No:		Date of Purchase:	
Name:			
Address:			
Postcode:		Telephone:	
e-mail:			

Product Code/Name:	
Manufacturer:	
Reason for return: (Include photos of the fault)	

Signature:		Date:	
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Please see our website for Terms and Conditions

Returns Form Procedure:

For all returns:

- Customers must complete the Returns Form.
- You should then contact our Sales Department on 01603 717525 or by e-mailing sales@marinepowerltd.co.uk to request a Returns Code.
- The Returns Code should then be documented on the form along with the reason for return.
- The Returns Form should be returned along with the goods. Customers should retain a copy.
- The goods **MUST** be packaged adequately for transport in a cardboard box or other suitable packaging. Failure to do this will result in the couriers refusing to collect the item, or us sending the item back to you unprocessed.

We strongly recommend that when returning goods that you use a carrier that offers a "signed for" service as the goods remain the responsibility of the customer until received at our address below.

Returns Department
MarinePower Trading Ltd
West Lane
Brundall
Norwich
NR13 5RG

Please retain proof of posting and enclose the original dispatch note, along with a contact telephone number, stating the reason for your return. Failure to do so may mean we are unable to contact you to confirm credit and/or refund arrangements.

Refunds

We will send you a refund for the full price of any product properly returned by you in accordance with the terms of the Returns & Cancellations Policy, which is available on the website.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

We will process the refund due to you as soon as possible and, in any event, within 30 days of the day we received the returned product.