WGRN1 - Returns Request Form

PLEASE DO NOT SEND ITEM(S) BACK WITHOUT RECEIVING YOUR RETURN NUMBER

Returns

- Please ensure this form is fully completed and returned to **sales@multipipe.co.uk**
- We will then process your return and reply back to you with an authorised returns number.
- The completed form needs to accompany the item(s) you're returning. **Without this form your returns will not be processed.**
- Please include Returns Number with the returned items.
- The Item(s) are your responsibility until they reach us securely, making sure they are in a re-sellable condition, as well as in their unopened packaging.
- The cost of returning the goods (excluding faulty items) is your responsibility.
- Multipipe can only accept the return of items purchased within the last 14 days.
- You must return the goods within 14 days of receipt of the authorised returns number. Good received after this date will not be accepted.
- Delivery charges are not refundable.
- **The following items are EXCLUDED from return.**
- Preinsulated pipes and fittings / Tools / Used goods / Special order items or cut to order items / Less than bag/box qty or non sealed bag items

Faulty Items

- If you experience problems with your product, please contact our technical team on 01245 227 630 (Opt.3) before filling out this form. They will be able to advise you on resolving any issues.
- Faulty items are not confirmed until tested and diagnosed as defective.
- The completed form needs to accompany the item(s) you are returning. **Without this form your returns will not be processed.**
- The alleged faulty goods are then to be collected at Multipipe Ltd expense, with the understanding that if the fault is installer error all carriage charges, inspection costs etc will be invoiced at the cost price.
- We will then return the item to our supplier for testing + findings.
- If returned goods are found to be faulty due to installer error, we may at our discretion charge and adminstration & carriage fee.
- Should item(s) found to be faulty a full credit will be raised.
- Should these goods be found to be in working order, we will offer the customer to collect. If goods are not collected after 30 days then these will be destroyed.

Company / Customer Name:

Telephone number:

Address:

E-mail:

Contact Name:

PO No.

Multipipe Delivery Note No.

Multipipe WGRN No.
(issued on receipt of completed form)

Product Code	Product Description	Qty	Reason for Return (Please provide details below)

Please provide as much information about the fault as possible to avoid delay of the returns process.

For faulty items only: