

Harry B Litherland & Co Ltd

Returns Authorisation Request Form

Unit A, Prestige House, Cornford Road, Blackpool, Lancs FY4 4QQ

Tel – 0870 243 0094 Fax – 0870 243 0095

Please fill in all Sections

<u>Account number</u>		<u>Contact name</u>	
<u>Company name</u>		<u>Contact tel no</u>	
<u>Address</u>		<u>Contact fax no</u>	
		<u>E-mail</u>	
		<u>Returns reference</u>	

The faulty/non faulty item(s) must be sent back within seven days or the return will be cancelled

	<u>Part number</u>	<u>Quantity</u>	<u>Invoice number</u>	<u>Date</u>	<u>R/C</u>	<u>Explanation</u>	<u>Serial No. Must be completed</u>
<u>1</u>							
<u>2</u>							
<u>3</u>							
<u>4</u>							
<u>5</u>							

R/C = Reason code

0 = Faulty goods, 1 = received damaged, 2 = duplicated order, 3 = over shipment, 4 = incorrect part received, 5 = cancelled order, 6 = quality issue, 7 = goods not ordered, 8 = other

Terms and conditions

Returned goods will only be accepted with an authorised returns authorisation number. Products ordered in error can be subjected to a 20% handling charge. Products sent back with no authorisation or documentation will not be accepted. Goods must be returned back in the original packaging and with all the accessories or it will be a warranty repair and not a credit. All faulty products are subjected to testing and supplier inspection, if there is no fault found the goods will be sent back to the customer, the customer will be invoiced the courier charges and any supplier inspection charges. All returns must be adequately packed to ensure no transit damage; Harry B Litherlands will not be responsible for any returned goods damaged in transit. This form will only be accepted when all the sections are filled in correctly. Any item purchased after 28days that goes faulty will be sent for a warranty repair and not credited or replaced.

SEE REVERSE FOR CUSTOMER RETURNS POLICY

Harry B Litherland & Co Ltd.
Customer Returns Policy

Goods Faulty on Arrival – Excluding On-Site Warranty:

If your goods are faulty on arrival, you have 28 days to inform us of the fault. When the goods are returned to us and the fault has been verified, we'll issue either a replacement or a full refund to you via your original payment method.

Goods Damaged in Transit:

If your goods were damaged in transit, we request that you report it to us on delivery. If goods are visibly damaged on receipt the delivery note must be signed accordingly. Once the damaged goods are received back into our warehouse, we'll issue a replacement or a full refund to you via your original payment method.

Procedure

A Returns Authorisation form must be completed and faxed to 0870 243 0095 or posted to:
Harry B Litherland & Co Ltd, Unit A Prestige House, Cornford Road, Blackpool, FY4 4QQ.
An RA number will be allocated and you will be contacted by telephone regarding the method of return.
All returned goods must be labelled with the RA number clearly visible and returned within 7 days.

Any item sent back to Harry B Litherland without a valid Return Authorisation Number will not be accepted.

All faulty items are subjected to testing and manufacturer's inspection; if there is no fault found the item will be returned and the Company has the right to invoice the customer for carriage and any inspection charges.

If a replacement is required urgently then this will be charged for.

Goods Faulty in Warranty Period:

If your goods develop a fault but it's more than 28 days since receipt, then provided your product is within its warranty period, you are entitled to a warranty repair. In some cases, manufacturers provide a special full on-site warranty service and or telephone help facilities for your convenience, which of course, we recommend you, utilise in order to correct the fault quickly.
Telephone the Returns Dept on 0870 243 0094 after 1pm Monday-Friday and manufacturer's contact details will be provided. See below for major suppliers:

Samsung	0870 242 0303	LG TV/VCR	0870 240 2925
Daewoo	01189 252 500	LG LCD	0870 872 7335
TEAC	01603 483 675	LG Plasma	0870 872 1228
Sharp	0870 738 0000	LG DVD	0870 240 7001
BenQ Projectors	0207 216 0039	LG Others	0870 873 5454

Incorrect Goods Received

If your goods are not as ordered, you have 7 days to inform us of this. When the goods are returned to us we will refund cost of carriage.
Please do not write on or damage the original packaging.

Goods are not supplied on a sale or return basis. In the event that goods are returned to the Company pursuant to a sale agreement, the Company reserves the right to levy a re-stocking charge 20% of the value of goods returned.

Returns Contact Details:

You can contact the returns dept by the following methods.
Call us on 0870 243 0094 after 1pm
Email us on returns@hblitherland.co.uk

Important information reference your returns

PLEASE ENSURE ALL PRODUCTS RETURNED ARE DONE SO IN THEIR ORIGINAL PACKAGING WITH ALL ACCESSORIES, LEADS, MANUALS ETC.

ANY PRODUCT NOT RETURNED IN THE ORIGINAL PACKAGING, INCOMPLETE OR MODIFIED WILL BE SENT FOR WARRANTY REPAIR.