

Returns Form



In the event of a problem with your order, please complete this form and email back to us at sales@chilternconnections.co.uk

Authorisation is required from Chiltern Connections prior to the return of any goods.

Your Name:		Contact Phone:	
Company Name:		Web Order No / Delivery Note Job No.:	
Your Email:		Method of Return:	

Part Code	Batch Number	Certificate No. (if applicable)	Quantity

The above product(s) has been supplied with the following discrepancy (mark X in the box):

Received Damaged	<input type="checkbox"/>	Incorrect Goods	<input type="checkbox"/>
Short Delivery	<input type="checkbox"/>	Batch Discrepancy	<input type="checkbox"/>
Over Delivery	<input type="checkbox"/>	Other Discrepancy	<input type="checkbox"/>

Please add any additional comments that could help us resolve this discrepancy

Comments:
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We will undertake to resolve your query within 24 hours. If you have not received a response, please email sales@chilternconnections.co.uk.

No goods should be returned without a Returns Number (RN). Goods returned without an RN may be rejected at your cost.

THIS COMPLETED FORM MUST ACCOMPANY ANY RETURNED GOODS

Chiltern Connections Returns Policy

Chiltern Connections is fully committed to ISO9001:2015 and therefore providing the highest quality product(s) and / or service(s) to our customers. On rare occasions however, product(s) may be found to be defective and / or unfit for use. To continue to provide our customers with a high-quality product and service, we request that the following policy guidelines be adhered to:

1. Chiltern Connections will accept the application for the return of supplied product if:

- 1.1. The discrepancy is notified to Chiltern Connections using the above form and deemed to be valid (by an authorised Chiltern Connections operative) within 24 hours of receipt where the product has been delivered damaged, short/over delivery, incorrect goods, or where the buyer does not require the product.
- 1.2. The discrepancy is notified to Chiltern Connections using the above form and deemed to be valid (by an authorised Chiltern Connections operative) within 30 days of receipt where there is a batch discrepancy or faulty product/unusable product.
- 1.3. Chiltern Connections have given consent to return the product(s) by way of a Returns Number
- 1.4. Where Chiltern Connections have given consent to return the goods by way of the Returns Number and the liability is with the buyer (i.e. the buyer ordered the wrong goods in error), Chiltern Connections have the right to impose a 15% charge of the net invoice value.

2. Chiltern Connections will not accept the application for the return of supplied product if:

- 2.1. The discrepancy has not been reported to Chiltern Connections (using the above form) within 24 hours of receipt. OR within 30 days of receipt where there is a batch discrepancy or faulty / unusable product.
- 2.2. The requirements of the purchase order / contract have been met.
- 2.3. The goods have been transported using a customer nominated carrier and have been received damaged.
- 2.4. Any damaged receipts by the customer have been signed for as "Received in good condition" (on carriers' delivery note).
- 2.5. The product has been altered from its original state without the consent of Chiltern Connections (i.e. Goods have been repacked, relabelled and / or defaced).

3. The returned goods must be:

- 3.1. Authorised by an appointed Chiltern Connections operative. Authorisation will come in the form of a copy of the Corrective Action Form, this will include a Returns Number. If the application for return has been accepted, Chiltern Connections will arrange collection, it is the buyer's responsibility to ensure that the goods will be ready for collection.
- 3.2. If the liability is with the customer (and the application for return has been accepted by Chiltern Connections), it is the responsibility of the customer to arrange the return. Proof of postage is not proof of delivery and you are therefore strongly advised to send your package by recorded delivery, registered post or courier, and to insure the goods for their full value. It is the buyer's responsibility to ensure shipping and handling regulations are adhered to (e.g. if a good is classified as hazardous, it is the buyer's responsibility to ensure the correct packaging, labels and transport method are used).
- 3.3. Returned with a copy of the Corrective Action Form including the Returns Number. The Returns Number should be clearly marked on the outer packaging (not on the goods). A packaged not marked with the RN or returned without a copy of this form will not be accepted.
- 3.4. Chiltern Connections has the right to refuse returned goods if not accompanied by either a copy of this form or the Corrective Action Form.
- 3.5. Packaged sufficiently to prevent damage when returned. Please contact us on 01491 824 788 or sales@chilternconnections.co.uk if you need guidance for packing the goods.
4. Chiltern Connections cannot accept liability for goods damaged in transit when returned; it is the buyers responsibility to ensure that the goods are packed sufficiently to prevent damage.
5. These terms and conditions do not affect your statutory rights. Authorised product returns must be sent to Chiltern Connections. Please email sales@chilternconnections.co.uk for further details.
6. Chiltern Connections reserves the right to change or amend these terms and conditions at any time and without prior notice.