

CUSTOMER RETURNS FORM



Please fill out the following and enclose with the item you wish to return

Date:	
Name:	
Address:	
Postcode:	
Contact Number:	
Email address :	
Order number :	
Product code(s):	
Return Courier:	
Tracking number :	

Reason for return (please tick a box)

Testing <input type="checkbox"/>	Ordered in error <input type="checkbox"/>
Warranty* <input type="checkbox"/>	Other <input type="checkbox"/>

*if you are returning for warranty please follow the instructions overleaf.

Additional notes (why are you returning the battery to us ?):

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Please enclose the completed form with the item that is being returned.

Returns will not be processed without the necessary paperwork

For Warehouse use only

Date received:			
Part Number:			
Serial Number :	Condition :	Faulty:	Battery Voltage:
	New <input type="checkbox"/>	Yes <input type="checkbox"/>	
	Used <input type="checkbox"/>	No <input type="checkbox"/>	
	Damaged <input type="checkbox"/>		

NOTES :

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Warranty Procedure

If you think that your battery is faulty, you need to fully charge the battery with an appropriate charger, if it still appears to be faulty you can return it to us for testing.

To do this you will need to do the following:

- Call us with your invoice / order number, we will then take a £20 deposit and collect your battery for testing.
- We will then charge and test the battery, we may also need to return some items to our suppliers for testing.
- If the battery is faulty we will refund your deposit and (if applicable subject to your warranty) send you a new battery or a credit against a new battery.
- If your battery is not faulty we will send the battery back to you, or we can safely dispose of the battery.

Under the warranty no refunds will be issued.

Contact details :

Telephone : 01793 421509

Fax : 01793 432010

Email : sales@thebatteryshop.co.uk

Address : The Battery Shop, Unit 20 Orbit Centre, Ashworth Road, Swindon, Wiltshire, SN5 7YG

If you think that you have more than one faulty battery contact us before proceeding with the above on 01793 421509.

Please note : A Warranty Replacement is invalid as a result of:

Normal wear and tear

Failure to follow the instruction manual

Negligent and improper storage, usage or installation

Unauthorised modifications to the battery

The use of so-called means of improvement

Incorrect charging

Important – Automotive / Leisure / Commercial Battery Exclusions

Warranty excludes batteries fitted as Original Equipment or used on the following applications:-

Taxi cabs - including private cars used as taxis or for private hire	6 months against faulty workmanship or materials
Cars (but not LCV or CV) - used on a 2 or 3 shift/day basis	6 months against faulty workmanship or materials
Ambulances	6 months against faulty workmanship or materials
Police Cars	6 months against faulty workmanship or materials
Fire Engines	6 months against faulty workmanship or materials
PSV (Passenger Service vehicles)	6 months against faulty workmanship or materials
Trailers & Caravans	6 months against faulty workmanship or materials
Lawnmowers	6 months against faulty workmanship or materials
Electrically-powered wheel chairs	6 months against faulty workmanship or materials
Electrically- powered bicycles/tricycles	6 months against faulty workmanship or materials
Electric Fences	6 months against faulty workmanship or materials
Televisions	6 months against faulty workmanship or materials
Golf Trolleys and Buggies	6 months against faulty workmanship or materials
Emergency lighting	6 months against faulty workmanship or materials
other non-automotive usage including standby	6 months against faulty workmanship or materials