

FOR IGD USE ONLY



RETURNED GOODS NOTE

Returns Policy

Returns under warranty
 Goods returned to Oliver IGD Ltd are only under repaired under warranty and/or credited if the following conditions apply:
 The goods must be the complete item sold with labelling with serial number intact (including the PCBs and cells matching the original shipment). Any labelling removed voids the warranty and cannot be credited.
 The item should be free from damage, unless the damage was caused in transit and is the reason for the return. Damage from misuse voids the warranty.
 The goods should be within the warranty period or returns period as specified in the terms and conditions of sale.
 Goods returned because they are ordered in error will be subject to a re-stocking fee dependent upon the product.

Returns for repair
 Initial assessment is free of charge.
 A fee of £85.00 (plus tax where applicable) is payable for investigation and engineers report, purchase order coverage must be provided. This will include fault finding and re-calibration if the fault is identified and can be fixed without additional cost.
 If the engineers report identifies a need for replacement parts or recommends a replacement unit a quotation will be provided, and goods will only be sent once a purchase order is provided.
 Returned goods can only be stored on site for a maximum of three months. If the item remains in our storage awaiting a purchase order for longer than this, we reserve the right to discard and/or recycle the product.

Contact Name

Returns Number

Contact Company

Purchase Order No.

Address for re-delivey

Signature

Reson for Return (include what action is expected)

Part ID	Part Description	Quantity	Lot Number	Serial Number

All returns should be addressed to:
 OLIVER IGD LIMITED
 TRITON HOUSE
 CROSBY STREET
 STOCKPORT SK2 6SH
 UNITED KINGDOM

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ARRIVAL DATE

ACTIONED BY

	Warranty	Service
Repair	<input type="text"/>	<input type="text"/>
Replace	<input type="text"/>	<input type="text"/>