 MWA: Returns Request

To ensure that all goods reach you in perfect condition, every item we send to you undergoes a stringent quality control process before leaving our depot. However, should you need to return goods to us please:

1. Complete section 1 & 2 of this form
2. For faulty/damaged goods please provide a detailed explanation of the fault/installation process
3. For faulty/damaged goods please provide a photograph
4. If the product has been installed and has been found to be faulty, a photograph of the installed item is required prior to removal (where possible)
5. Email this form (and photograph if applicable)to karen.adams@mwatechnology.com
6. A hard copy of this form must be enclosed with your item/s for return. Failure to enclose the form will delay the returns procedure Always offering the best service: The more detail we have, the quicker we can process your return!
7. Customer Details

|  |  |  |  |
| --- | --- | --- | --- |
| Account Number (if known)  |   | **or**  |  |
| Customer Name  |   | Contact Name  |   |
| Telephone Number  |   | Email Address  |   |
| Address  |    |  |
| Postcode  |  |  |

1. Product/Order Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Purchase Order Number  |  | Purchase Date  |  | Sales Order or Invoice Number  |  |
| Product Name:  |  |
| Return Code (Select from below)  |  | Photograph included?  |  Yes No  |
| Return details/explanation  |   |
| Return Codes (faulty/damaged goods: please provide detailed explanation of damage/fault and/or installation process)  |
| 01 – not needed  | 02 – incorrect product sent  | 03 – incorrect product ordered  | 04 – faulty or damaged  | 05 - Other (please provide details)  |

1. MWA Office Use Only

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| I.D. Code  |   |  | Case No.  |  |
| Communication Log  |  |  |  |
| Outcome Log  |  |  |  |
| Re-stocking charge  | Yes  | No  | % applied  |  |

**Goods are to be returned at the buyer’s expense. If replacement parts are required these will be issued on receipt of a Purchase Order and be invoiced in full, if the goods are found to be defective MWA Technology Limited will refund the costs. Non defective Goods will be subject to a restocking charge at 25% for standard Goods returned within 3 months, 50% restocking charge over 6 months and 100% for specific bespoke goods.**

Reference Number FM017 Issue 6

09/03/16

2 Wharton Street Industrial Estate, Wharton Street, BIRMINGHAM, B7 5TR

 Tel: 0121 327 7771 Fax: 0121 327 1117 Web site: www.mwatechnology.com