 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.**

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