

## **WIND & SUN LTD - CUSTOMER RETURNS PROCEDURE**

**April 2016**

Thank you for purchasing goods from Wind & Sun.  
Wind & Sun aim to achieve excellent standards of customer care and service.  
We take great pride in the quality of the products we supply and we want you to be completely satisfied with your purchase.

If a product needs to be returned then please follow the processes below, completing the attached form to ensure this is dealt with promptly, consistently & efficiently.

### **IF THERE IS A PROBLEM WITH THE DELIVERY:**

**Any shortage, damage or error must be notified to us within 3 days of delivery.**

When a delivery is received, please make sure that goods are checked thoroughly for any damage and that the correct quantity of pallets/cartons/items have been delivered. Please sign to confirm that they have been received in good condition. The delivery driver should allow opportunity to do this, if this is not possible please make sure the Delivery Note is signed '**Unchecked**' & countersigned by the driver.

### **IF THERE IS DAMAGE**

The Delivery Note must be signed for as '**Received Damaged**' and the damage described. Take photos of the damaged packaging & goods at the first opportunity.

**If goods have arrived damaged and this is not signed as such on the Delivery Note then no claim for damage can be made against Wind & Sun or the delivery company.**

Please contact us immediately, complete & return the attached form together with photos if required. **This must be done within 3 days of delivery.** Upon receipt of this we will determine what further action is required.

### **IF THERE IS SOMETHING MISSING OR INCORRECT**

If there is a discrepancy with any of the items in the delivery please contact us immediately so the matter can be resolved promptly. **This must be done within 3 days of delivery.**

### **IF AN ITEM IS FAULTY:**

If you suspect a product to be faulty, please call us on **01568 720364** as soon as possible to enable troubleshooting of the fault with one of our Technical Sales & Service staff. They may ask for some tests to be done to help establish if there is a fault with the product, what the cause of the problem might be and hopefully solve the problem over the phone.

If this is unsuccessful, either replacement & collection will be arranged directly from the manufacturer or **the item in question can be returned to us with the attached form.**

Upon receipt of the item we will carry out further testing to ascertain what any fault might be. If a fault is found, we will determine whether the fault is covered by warranty or liaise with the manufacturer to determine this.

If a fault is covered by warranty, we will arrange for a replacement to be delivered to you, give you a refund or credit your account as appropriate.

If no fault is found, we will contact you and then the product will be returned to you. There will be a charge made to cover the costs of this return.

**IF AN ITEM NEEDS TO BE RETURNED BECAUSE IT IS UNWANTED:**

If an item has been ordered in error, is unused and in a re-saleable condition it can be returned within 28 days of purchase together with a copy of the original receipt for exchange, credit or refund. **Our normal restocking fee is 10% of item value.**

This is provided the product is re-saleable, complete, in its original state and packaging.

This does not apply to 'Special order' or 'Sale' items.

Products that have been cut, made to measure or assembled to your requirements cannot be exchanged or refunded.

**We cannot refund or credit any delivery charges.**

In this case simply return the goods to us together with the completed attached form.

Please ensure that all the original packaging is intact, the items are packaged correctly and returned unused and that all items supplied are included, such as accessories, instruction manuals and documentation.

With the exception of inverters, returned items should be wrapped in cardboard or placed inside a box to protect the primary packaging.

Failure to do so may incur additional costs or the return being rejected for credit.

We reserve the right to charge for any parts damaged or missing from the original delivery or if original packaging is not intact.

Once received at Wind & Sun the items will be checked by our warehouse staff and once verified, a credit note will be added to your account or refund provided within 7 days of receipt of the return.

Non re-saleable items will not be eligible for credit/refund and will either be returned to the customer, disposed of or a reduced valuation agreed.

Any refund issued will be based upon the original method of payment. For purchases made by debit/credit card, the same card must be used to process the refund.

**Returns Address:**

**Wind & Sun Ltd  
Lion Yard  
Upper Hill  
Leominster  
Herefordshire  
HR6 0JZ**