



## Returns Form

Please complete this form as fully as possible and return it in the box with your item.

Should you wish to discuss your return with us, please call **01625 527673**

<b>Your Name:</b>
<b>Your Tel:</b>
<b>Your E-mail:</b>
<b>Date:</b>
<b>Your ref:</b>

<b>Part Name:</b>		<b>Reason For Return / Description of Problem:</b>
<b>Part Number:</b>		
<b>Serial No:</b>		
<b>Date of Purchase:</b>		
<b>Warranty?</b>	Yes      No      Unknown	
<b>Usual Service Address Of Part:</b>		
		<b>Part Installed By:</b>

<b>Instructions/Comments:</b> Please give any specific instructions here	<b>Return Shipping Address:</b> If applicable

## Product Returns Procedure

In the absence of any specific instructions, items returned to us will be processed according to our standard procedure.

### Items returned for warranty repair

Ludo McGurk SVE will test the item according to the description of the problem on this form and determine Warranty or Not Warranty status. Items which are deemed to be Warranty will be repaired under warranty and fully tested at no charge and shipped, prepaid, back to the return shipping address on this form. If the item has no identifiable problem we reserve the right to charge for testing and return delivery. Warranty repairs do not extend the original warranty period.

Please take care to package your return carefully. Ludo McGurk SVE is not responsible for damage or a lost item(s) caused by shipping. Any damage or subsequent failure of the item related to inappropriate packaging will result in additional charges for the repair of the item.

**Manufacture and distribution of high quality power supply and battery management equipment for special vehicles**

**Unit 3 Crossfield Road, Handforth, Cheshire, SK9 3LN UK**



No Warranty repairs for:

- Returned items that failed due to an accident, purchaser's abuse, neglect or failure to operate in accordance with instructions provided in the owner's manual(s) supplied.
- Returned items that failed due to incorrect voltage or improper wiring.
- Returned items that failed due to fluid ingress, pressure washing, excessive humidity, corrosive environments or other contaminants.
- Any item damaged in shipment.
- Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
- Returned items with cosmetic defects that do not interfere with product functionality.
- Returned items that are incomplete or defaced.
- Returned items that have been opened beyond what is necessary for installation and/or had warranty seals broken.
- Any consumable or standard wear items such as fuses.
- Returned items that were special ordered or custom configured.
- Freight damaged items. We pack outgoing goods very carefully. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the shipment in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.

This list is only intended as an indication and is not exhaustive.

**Non-Warranty Items**

After Ludo McGurk SVE's evaluation, the item will be repaired and fully tested and the customer shall be notified of the repair cost with a quotation by e-mail to the address given at the top of this form. A repair report will be sent with the e-mail if we consider it necessary, or if the customer has requested one. If the repair is not economically viable or there are other unusual circumstances, we will contact the customer by phone or e-mail. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.

Once the repair quotation has been issued, the item(s) on it must be collected within fourteen days of the issue of the quotation, either by issue of an official purchase order to the value of the quotation (in the case of credit account customer) or by payment of the amount shown on the quotation (in the case of cash account customers). **Failure to do this will result in disposal of the goods by a cost-neutral process.**

Please take care to package your return carefully. Ludo McGurk SVE is not responsible for damage or a lost item(s) caused by shipping. Any damage or subsequent failure of the item related to inappropriate packaging will result in additional charges for the repair of the item.

**All Other Returns**

For any product returned to Ludo McGurk SVE for reasons other than repair, a handling/restocking fee and shipping costs will be deducted from the credit refund. All returned items must be in new, unfitted condition, in their original box and must include all packing material, manuals, and accessories.