



# Return Request

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Date of Issue	
PR (Return No.)	

## INSTRUCTIONS FOR THE RETURN OF GOODS (Please Read)

- 1) Fully complete this form (where the arrows indicate), including **Invoice** number as supplied with the goods, **Your Details** and a clear explanation of the reason for the return.
- 2) **E-MAIL or fax this form back to Pedarson. We will then issue an PR Authorisation Number and then E-MAIL or fax it back to you.**
- 3) **GOODS WILL NOT BE ACCEPTED WITHOUT AN AUTHORISATION NUMBER.**
- 4) Ensure the product has all the goods (as supplied by us), and is in the original packaging or restocking fee's may be applied.
- 5) Pack the item(s) in **OUTER PACKAGING** (so the return item's retail packaging is unmarked) securely and send it with this form, to the return address.
- 6) Please mark your PR number clearly on the outside of the parcel. **Please do not tape up or attach labels directly to the retail packaging**
- 7) **FAULTY ITEMS WILL BE REPAIRED OR REPLACED (provided that they meet their warranty conditions).**

(NB. It is your responsibility to ensure that this product is delivered to us, remember proof of posting is not proof of receipt, therefore we recommend you insure your delivery and send by appropriate means)

<b>Your Invoice No</b> (As supplied by us with your goods)		<b>Date of Purchase</b>	
<b>THIS FORM DOES NOT CONSTITUTE ACCEPTANCE OR ENTER AN AGREEMENT FOR ANY ITEM(S) REQUESTED FOR RETURN UNLESS AN AUTHORISATION NUMBER HAS BEEN ISSUED</b>			
<b>YOUR DETAILS</b>		<b>RETURN TO ADDRESS</b>	
<b>Name/Contact</b>		<b>EkoHEAT</b>	
<b>Company Name</b>		<b>Elektrek House</b>	
<b>Address</b>		<b>Unit 16 Martlesham Creek Ind Est</b>	
		<b>Sandy Lane, Martlesham</b>	
		<b>Woodbridge</b>	
		<b>Suffolk</b>	
<b>Postcode</b>		<b>IP12 4SD</b>	
<b>Tel No</b>			
<b>Fax No</b>			
<b>E-mail</b>			
<b>Details of Goods to be Returned</b>			
<b>Part No.</b>	<b>Description</b>	<b>Reason for Return</b>	

### Notes and Declaration

The buyer has the right to a fourteen-day cooling off period, commencing the day after goods are received, in which to cancel their order for whatever reason. Should the customer choose to exercise these rights they must return any goods supplied to them. Before goods are returned, you must contact us to obtain a Goods Return Authorisation Number. No goods will be accepted unless an authorisation number has been issued by EkoHEAT. Your money will be refunded (by the same method as payment), less the initial delivery costs\*, within 30 days of cancellation. You are responsible for the returning of the goods to us. After 15 days of delivery, a handling charge of 15% will be applied for the returning of unused goods. After 30 days of delivery, a handling charge of 25% will be applied for the returning of unused goods. No refunds will be permitted for goods returned which are not returned in the original undamaged packaging and in perfect/ re sellable condition complete with all manuals & accessories supplied with the original kits. Should goods be returned without the security seals intact, the goods will be subject to a re-testing procedure and the buyer will be advised of the associated charge. \* Delivery costs are calculated at £8.51 ex vat for the 1st 10Kg and £0.45 ex VAT for every 1Kg in excess of the 10Kg.

### Declaration:

I have read and understood the above notes and agree to the uheat terms and conditions. (See www.uheat.co.uk)

Print Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_