

Return Request Form

In order to return an item to amp, please read the details below and then complete the attached form. If you require any assistance or clarification please contact amp on 01707 378 670

Before amp will consider an item return, the following criteria must be met:

1. The return request must have been received by amp within 7 days of the equipment being delivered to the nominated delivery address
2. The items must be unused, with all packaging intact & clean, sealed & in re-saleable condition
3. The attached form must be completed in full and the customer must sign to accept the collection / restocking charges

Faulty goods

1. If the items fail on commissioning out technical department must be contacted prior to return to confirm the diagnosis and / or offer an alternative solution
2. As per our warranty terms & conditions complete items or individual spare parts can be replaced

Damaged goods on arrival

1. All goods must be inspected on arrival to site, then signed for in good condition. Any damaged items should be refused at point of delivery
2. Any damaged items subsequently discovered should be reported to amp within 3 days of the original delivery, at which point a replacement item or alternative solution will be considered.

Return of goods

1. All returns will be collected by amp or it's nominated haulier. Items must not be sent back by the customer or given to amp employees unless prior approval has been given by amp. Any items not returned through the official channel will be refused for credit and will need to be collected by the customer at their own cost
2. Once items are returned to amp they will undergo an inspection to ensure that they comply with the details contained within the returns form. Any deviation from these details may result in the return being refused, or an increased restocking charge
3. Amp may require the items to be inspected on site by an amp employee, or photographic evidence to be submitted before agreeing to any return

4. Authorisation for any item return can only be given by amp head office, and not by your local area sales representative

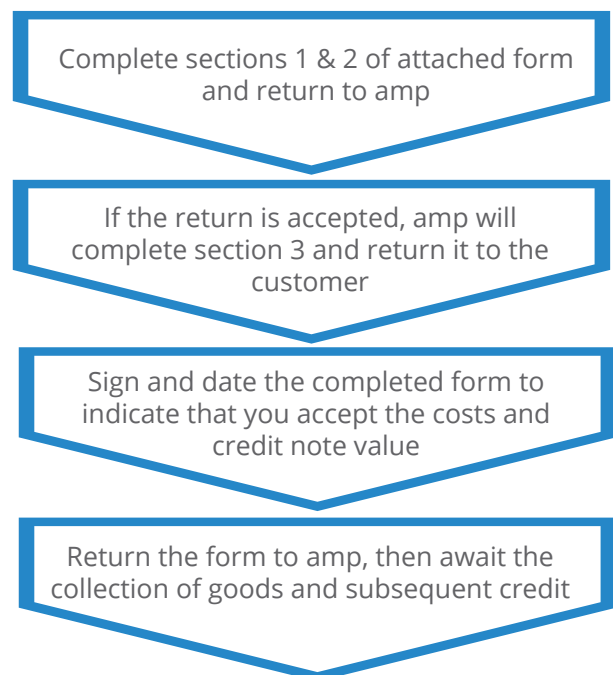
Restocking / collection charges

All restocking / collection charges will be at the discretion of amp; however they will generally be as follows:

- a. Collection charges will be at cost, via the most economically means available to amp
- b. Returned units will generally be charged at 25% of the invoiced cost
- c. Spare parts will generally be charged at 10%, of invoiced cost, with a minimum charge of £10

Should items be returned in a worse state than stated on the returns form, amp reserve the right to increase the restocking charge or refuse the return, at which point the items must be collected by the customer at their cost.

Returns procedure



Any deviation from these details may result in the return being refused, or an increased restocking charge. All returns are at the discretion of amp.

Please complete sections 1 & 2 of this form and return it to logistics@ampair.co.uk. It will then be returned to you, for you to confirm you accept the collection / restocking charges (if applicable)

SECTION 1			
Customer name		Date of request	
Requested by		Original order no.	
Position		Amp invoice no.	
Contact telephone		Delivery note no.	
Contact email		Delivery date	
Reason for return		Collection address	
Collection contact name		Collection contact telephone number	

SECTION 2					
Details of items to be returned					
Part no.	Description	Serial no.	Qty	Return code	Net cost
Return codes					
A - product unused, all packing (in tact), unused		D - product has failed under warranty			
B - packaging and or product damaged		E - product has failed on commissioning			
C - product has been installed, no packaging		All item returns must have a return code			
<input type="checkbox"/> I have attached photographs of the item(s) that I wish to return					
<input type="checkbox"/> I confirm that the above information is correct, and the condition of the items are as indicated					
<input type="checkbox"/> I confirm that the items will be available for collection on the above date. I accept the above collection and /or restocking charges, and agree with the proposed credit note total. I accept that any credit note will be subject to an inspection of the items once returned to amp.					

Name		Date	
Position		Signature	

SECTION 3 (FOR INTERNAL USE ONLY)			
SAP account ref		Collection charge	
Returns number		Restocking charge	
Collection date		Credit note total	
Approved by		Comments	

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