

Returns application form 07/15

www.bcg.co.uk | 0344 292 7878 Option 4 | bcg, PO Box 33, Wainwright Rd, Worcester WR4 9FA

Wolseley UK Ltd. Registration Number: 00636445, Registered in England. Registered Office: The Wolseley Center, Harrison Way, Leamington Spa, Warwickshire CV31 3HH

Please complete **ALL** sections below, using **BLOCK CAPITAL LETTERS** or **TYPEFACE**. Completed forms should be returned by fax to **0344 292 7098** or emailed to **bcg.returns@wolseley.co.uk**. To ensure prompt notification of the outcome of your application, please provide an email address or fax number at which you can be contacted. Forms that are incomplete, unreadable, or that do not conform to the bcg returns policy cannot be processed. Please contact the **bcg sales office** on **0344 292 7878** to order any replacement items as this will not happen automatically via this form.

Faulty (Please tick as appropriate)

Faulty goods - If you discover that the product you purchase is faulty **before** it has been fitted, we may offer a refund subject to manufacturers' inspection. Fitted appliances will only be returned when the manufacturer authorisation has been granted: Please contact the manufacturer in the first instance to obtain an uplift authorisation reference. **All faulty goods requests must be notified by fax or email. Verbal notification will no longer be accepted.**

Damaged (Please tick as appropriate)

Damaged goods - If your goods were damaged in transit, we request that you report it to us within three days. All goods must be inspected on delivery. If the goods are visibly damaged, then it is important to sign for the goods as "Damaged on arrival" or to refuse delivery. Where products are not checked on delivery please ensure they are inspected within three days. If we receive no notification by fax or email within three days of delivery, you shall be deemed to have accepted the goods. All damaged goods requests must be notified by fax or email. Verbal notification will no longer be accepted.

THIS APPLICATION FORM DOES NOT CONSTITUTE ACCEPTANCE OR ENTER INTO AN AGREEMENT FOR ANY ITEM(S) REQUESTED FOR RETURN UNTIL AUTHORISED AND PROCESSED BY THE CUSTOMER CARE TEAM.

HAB delivery note or invoice number

Company name

Contact name

Contact telephone number

Fax number or email address

Date of delivery

Product code or model number

SECTION A: PLEASE COMPLETE THE FOLLOWING SIX STEPS BY TICKING THE APPROPRIATE BOX

1 Has the item been fitted? Yes No

Yes: Please contact the manufacturer for authorisation. Please refer to back of BCG price book. **No:** Go to 2.

2 Has the manufacturer been contacted? Yes No

Yes: Go to 3. **No:** The manufacturer must be contacted if an item is faulty or fitted

3 Authorisation from the manufacturer? Yes No

Yes: Please input the manufacturer authorisation in Section B (all fitted items must have authorisation) **No:** Go to 4.

4 Are there any parts missing from the item? Yes No

Yes: Please contact bcg on 0344 292 7878 to see if part can be obtained. **No:** Go to 5.

5 Is the item suitable for transportation? Yes No

Yes: Go to 6. **No:** All items, faulty or damaged must be packaged for transportation

6 Is the item available from your premises? Yes No

Yes: Section B. **No:** Please advise availability:

SECTION B: PLEASE PROVIDE THE MANUFACTURER AUTHORISATION CODE AND / OR CONTACT NAME (For fitted items)

Manufacturer authorisation

Please give a brief description of the nature and location of the fault or damage, including a diagram if necessary:

Declaration: I have read and understood the above notes and agree to the bcg terms & conditions.

Print name

Signed

Date of application