

Business to Business Returns Policy

- 1). Authorisation Returns Number : An authorisation / Returns number must be ascertained before we can accept Any item being returned. Goods returned without this number will be refused. The returns number issued is only Valid for 30 days from the issued date after the days the number will become void.
- 2). Paperwork: All relevant paperwork must be included with goods as well as the authorisation returns number marked clearly on the paperwork The goods must be packed in a outer carton with the returns number marked clearly on there as well even if the goods are faulty.
- 3). Sale or Return Samples: Must be returned within a 2month period from the invoice date Failure to do this will result in a 25%h/c. And all goods must in a resalable condition without being defaced in anyway and in there original product boxes and returned at your own cost.
- 4). Unwanted goods & Stock cleanses: Goods returned to us as 'Not Required' will be subject to a 25% handling charge. This is to cover administration costs. These goods must be returned at the customers own expense and in a resalable condition and in their original product boxes & all within the 12 months warranty period (this is from the invoice date). Failure to meet these requirements will result in the goods being refused and the goods sent back to you at your own expense and the credit refused.
- 5). Advanced Replacements: Can be sent out and charged to your account ; however if the faulty goods are still within the 12 months warranty and not an installation error then a repair will be done at no cost to the customer. But any goods found not to be faulty will be returned to you (at your own expense) with out credit.
- 6). Test & Reports: All fittings that require test and reports will be carried out at SLV and a further form will be required to be filled in by the customer to help along with the testing side of things. All LED fittings & Drivers will be sent back to SLV for testing if found to be an application error then it will be refused and returned to you at your own expense. Test & Reports can take up to 3 to 4 weeks carry out.
- 7). All Debit Notes: Must be supplied with the invoice numbers the goods were originally purchased on and within the 12 months warranty period. Failure to do this will result in the goods not being credited.
- 8). Warranty Period: You get 12 months warranty from the invoice date and all our goods carry this warranty but if the goods have any modifications to the fittings then the warranty will be void and the credit refused and returned at your own expense.
- 9). Faulty Goods: Will be replaced / Credited providing the fault is a manufacturing fault and the goods were purchased within the 12 months period. Products will be repaired if possible. We are a supply company only we only offer repair / replacement or credit for faulty items. We do not accept any claims for work to be carried out to install / uninstall faulty products.
- 10). Repair / Replace: SLV Lighting Direct reserve the right to repair a product at the companies' discretion if the product is still within the warranty period then this will be done at no cost to the customer. If the product isn't repairable then A replacement will be sent out free of charge Providing the fault isn't an application error and all goods have been fitted by a qualified electrician proof of this may be required on receipt of the returned goods.

*I Agree to the above Points

Signature

Name

Date

_____ / /

**YOUR RETURNS NUMBER IS ONLY VALID FOR 30 DAYS FROM THE DATE ISSUED.
THIS PAPERWORK MUST BE SIGNED ,DATED & RETURNED BEFORE RETURNING GOODS.**

*Returns Authorisation Number		*Name of Company		*Product Group	
				LED Fitting	
				Outdoor	
				Luminaries	
Date Returns number issued :				Transformer / Ballast	
NOTE: Fields Marked with * are mandatory. Any LED Fittings or Drivers will be given a become void				Lamp / Bulb	
				Accessories	
NOTE: Test & Reports are carried by SLV in Germany so it could take up to 4 to 5 weeks before we hear anything from them.					
Please be aware if you have already had your replacement fitting and the Test & Report comes back as an Application error then the fitting will be refused and re invoiced to your account and returned to you with a £10 Carriage charge.					
* Part Number	*Invoice Number	*Item Name	* Amount	*Date of Original Purchase	
NOTE : Please supply an explanation of the Fault in as much detail as possible In the boxes Supplied opposite To help with the testing the testing side of things.					
NOTE: We are a supply company only we only offer repairs when it can be done and if this can't be done then a re-placement will be sent out on the agreement of SLV Lighting Direct & SLV if the goods are still within the 12 months warranty period (Please see the invoice date for warranty). If you already have a replacement fitting without our agreemnt then you will recieve the repaired fitting/s back to you and re invoice to your account.					
*Requesting & Test & Report		*Fittings will be repaired FOC		*Fittings will be repaired at your cost	
*Number of Parcels collecting	*Date Goods will be ready For collection by FedEx	*Handling charge applies		*Return at your cost	

*I Agree with the above Comments

Signature

Name

Date

/ /

This Form must be signed and returned before any returns are accepted back for return.