

## Return Authorisation Form

In Order to help us to identify returned goods and to process them through our Quality Assurance System as quickly as possible, we would be grateful if you could take note of the returns process and Returns Policy found overleaf.

### Returns Process

- 1 The customer **MUST** first complete a Returns Authorisation Notification (RAN) form in full.  
 A copy of this form is available from the following locations.  
     C&D Website  
     C&D Customer Service Department (+44(0)1543 375541).  
     Your Local Area Sales Manager
- 2 The completed form must be e-mailed to [returns@craigandderricott.com](mailto:returns@craigandderricott.com)
- 3 Craig & Derricott will respond to the RAN form within 2 working days.
- 4 If return of Goods is required, a RAN number will be created at Craig & Derricott & form returned complete with number back to the Customer.
- 5 The RAN number must be referenced in all communications and clearly identified on all return cartons.
- 6 Where returned products are to be repaired/replaced under warranty Craig & Derricott will organise collection and return of goods
- 7 For any other returned products all charges are to be covered by the Customer.

<b>Returns Number</b>	
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### Customer Details

Company:	
Address:	
Postcode:	
Telephone No.	

Contact Name:	
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Email Address:	
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Date Raised:	
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### Return Details

C&D Part Number:	
Date of Purchase:	
Serial Number (If Applicable):	

Quantity:	
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Original Invoice No.:	
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Reason for return:    Return to stock <input type="checkbox"/> Repair <input type="checkbox"/> Warranty <input type="checkbox"/>
Please note a 25% restocking charge may apply on Return to stock items

Accurate Description of fault: (Just "Faulty" is not acceptable)

Please add any photos that will help with the investigation regarding this case

To be completed by the customer

I hereby confirm I have read the Returns Policy and confirm I agree to all terms and conditions as detailed overleaf.	Signature	Name	Date

### General

- The returns process shall be followed for all products to be returned to Craig & Derricott, whether for credit or potential faults.
- A Returns Authorisation Notification Form (RAN) **must** be completed and an authorisation number provided by Craig & Derricott before any products can be returned. This number also needs to be on the parcel/s to allow the return to be dealt with as efficiently as possible.
- All returned products back to C&D will be subjected to inspection and investigation before any credit notes are issued.
- For any further queries please contact our Customer Services team on +44(0)1543375541
- Product returns may not be processed if a RAN document has not been approved and returned to C&D. In the event that the Customer advises a debit note a RAN document will still need to be completed.

### Return to stock

- Unwanted Return to stock goods must be authorised before returning. Items are to be unused, returned in original packaging and in resalable condition.  
Please note that the following products will not be accepted:-
  - Items returned damaged.
  - Items modified from original specification.
  - Bespoke products manufactured specific for customer.
  - Non-catalogue items.
  - Any additional bundled items delivered with the product(s) found missing.
  - Items older than 12 months old, unless formally otherwise agreed.
- It is the Customer responsibility to arrange carriage and suitable packaging for return back to Craig & Derricott.
- If Craig and Derricott agree to returned goods the Customer shall be liable to pay a minimum handling charge being the greater of £50 or 25% invoice price. As an alternative a 2 for 1 compensating maybe agreed.
- If any items do not meet the Return to stock criteria after inspection the Customer will be notified to arrange re-collection from Craig & Derricott. Alternative arrangements would be subject to agreement by both parties.

### Warranty

- A product purchased from Craig & Derricott may be returned under warranty for the following reasons:
  - The product is faulty or damaged.
  - The wrong product has been supplied as compared to the Customer Purchase order and has been notified to Craig & Derricott within 72 hours of delivery
- If goods returned as faulty and collected by us are found, on inspection, to function correctly the Customer will be informed and an invoice will be raised to recover any handling costs. This cost will be payable by the Customer together with an inspection fee of up to £50.
- Items returned back to Craig & Derricott for the reasons outlined above should do so within 30 days of receipt.
- Returns sent back by the Customer without authorisation will not be credited. If a debit note is raised by the Customer the Company have the right to offset the same from any future rebates due to the Customer.
- If all Criteria are met the customer will be credited within 28 working days.
- Craig & Derricott will only undertake any corrective action to address the fault advised by the Customer. If other faults or damage are observed these will be photographed and advised to the Customer to confirm what action (if any) is appropriate. After investigation if we believe the returned product requires further repairs that will be subject to cost recovery from the Customer we will advise through a formal Returns Investigation Report .  
If after 30 days we have received no response or decision we will assume that the goods are no longer required and will as such will be disposed of.

### Repairs

- Goods returned for repair will be reviewed and quoted to the Customer. If after 30 days we have received no response or decision we will assume that the goods are no longer required and as such will be disposed of.