



SECTION 21 – RETURNS

Returns

Goods can be returned only prior to receiving GRN unique number.

Please download GRN file to fill in and send to **returns@deltadistributors.co.uk**

Once received and approved you will receive GRN number and next goods can be send to Delta Distributors with paper copy of returns file.

Delta Distributors will accept only good purchased within last 30 days.

Faulty goods will be send to manufacture for warranty check / repair .

Any credit notes will be made after receiving goods from manufacture.

Stock clearance items are excluded from returns policy.

Goods must be returned in a condition of merchantable quality. Any items not conforming with this will either be returned or subject to a rebox charge

Goods must have been originally purchased from Delta Distributors

Returns must be accompanied by relevant paperwork. Should paperwork not be available, the returns will be listed by Delta Distributors but no responsibility can be accepted for any discrepancies.

Returns must be packed properly and must not be so heavy as to cause injury.

Should a customer wish to return stock under a stock rotation agreement, it has to be done with prior consent of the rep. and any handling charges agreed in advance. Liquids and batteries cannot be considered as part of stock rotation agreement.

Core returns must be clearly marked as such and must conform with our conditions as to suitability for remanufacturing.

All warranty claims must be clearly marked as such and accompanied by warranty paper work. In the case of a labour claim, a repairers invoice will be required detailing all work carried out.

Any complaints regarding a) non delivery b) short delivery c) damaged delivery must be notified within 3 days.