

Eltrace Limited  
Unit 14  
The Sidings Business Park  
WHALLEY  
Lancashire  
BB7 9SE



Tel: 01254 825 234

Email: [sales@eltrace.co.uk](mailto:sales@eltrace.co.uk)

## **RETURNS POLICY**

### **Polite Note: All goods must be returned with the attached RETURNS FORM**

No claims will be accepted if the Goods have been partially or completely fixed or installed.

Without exception no returns will be accepted after the statutory 7 day cancellation period, unless by prior agreement with Eltrace Limited.

Faulty Goods that are returned to us will be replaced but we do make a restocking charge for returned Goods that are incorrectly ordered or surplus to requirements

Please complete and return the Returns Form to be found on this website and send this Form to Eltrace Limited together with your returned items

The restocking charge covers the cost of electrical safety testing, packing and administration expenses prior to the resale of the Goods. A 20% handling fee is charged for all returns, as well as a collection charge, unless the items are faulty in which case no charge will be made.

Collection can be arranged by Eltrace Limited and this will be subject to the collection charge

### **Refunds**

No refund or exchange of Goods will be acceptable if the Goods are not in the exact condition as supplied or if the identity tags and stickers have been removed.

After the statutory 7 day cancellation period, all refunds are at the total discretion of Eltrace Limited and will be subject to the Eltrace Limited Returns Policy

Where returned Goods are found to be damaged due to the Buyer's fault the Buyer will be liable for the cost of remedying such damage

### **Cancellation Policy**

The Seller will accept return delivery of the Goods within 7 working days of receipt of the Goods, providing the Seller is informed in writing by fax, email or post. Collection charges plus VAT at the current rate are applicable for all Goods returned due to cancellation.

No refund or exchange of Goods will be acceptable if the Goods are not in the exact condition as supplied or if the identity tags and stickers have been removed.

The Buyer shall accept responsibility for the care of the Goods until they are returned to the Seller.

**ALWAYS COMPLETE THE RETURNS FORM AND SEND TO US WITH THE RETURNED GOODS**

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## RETURNS FORM

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mobile: \_\_\_\_\_

INVOICE NUMBER:

**REASONS FOR RETURN:**

**RETURNED GOODS (please give product part numbers):**

Please indicate with a tick in one box below:

Refund to Debit / Credit Card

Exchange required