

# RETURNS POLICY

## 1. RETURN OF GOODS

BEFORE ANY PARTS CAN BE RETURNED A UNIQUE GOODS RETURN NUMBER (GRN) MUST BE OBTAINED FROM COMMERCIAL CATERING SPARES LTD.

1. All Goods Returns Notes must be enclosed within the parcel upon return.
2. The maximum time limit for returns is 30 DAYS - (UNLESS FAULTY).
3. Please note after this time period has lapsed your Goods Returns Number becomes VOID.
4. All PCB's are to be returned UNOPENED or they will be rejected.

## 2. INCORRECT PARTS SUPPLIED: THE FOLLOWING INFORMATION WILL BE REQUIRED:

1. Full model & serial supplied along with the parts required, the name of the CCS salesperson who dealt with the enquiry. Without this it may be assumed the parts were wrongly ordered on your part and a re-stocking fee may be applied.

## 3. WRONGLY ORDERED/NO LONGER REQUIRED, THE FOLLOWING WILL APPLY:

1. A minimum re-stocking charge of 10% rising by 5% per 30 days the parts are not returned will be given for parts we hold in stock.
2. A collection can be arranged if necessary at a cost of £11.00 or £15.00 for compressors.
3. Parts ordered from our suppliers will depend upon their re-stocking procedure, Special Order items will not be accepted back for credit.

## 4. DAMAGED/PICKING ERRORS:

1. CCS must be notified within 48 hours from the time of delivery (weekends excluded).

## 5. DUPLICATED:

1. CCS Error - Full credit will be given.
2. Customer Error - Re-stocking will apply depending on supplier/parts.

## 6. FAULTY: Where an official engineer report is required it will be requested before a GRN can be issued.

1. Warranty is dependent on the manufactures policy; this may be between 3 & 12 months.
2. No credit will be re-imbursed for delivery costs.
3. Warranty parts sent back for testing will not be credited until the supplier certifies a fault and issues credit to CCS.
4. We accept no liability for consequential losses.
5. Door Seals are issued with no warranty.
6. Compressors must be returned with an engineer report and adequately sealed to avoid leaks.

## 7. ANY FAILURE TO COMPLY WITH THE ABOVE WILL RESULT IN CREDIT BEING REFUSED.