

# Returns Request



**QUALITY  
ESSENTIAL  
DISTRIBUTION**

TECHNOLOGY · SECURITY · SOLUTIONS

OFFICE USE ONLY

**Returns number:**

**Company:**

Contact name:

Contact number:

**Collection address:**

Contact name:

Contact number:

Product code/description	Units	Quantity

**Reason for return:** (If faulty please describe the fault in detail)

**Our delivery/invoice number:**

**Your order reference:**

**PLEASE NOTE WE CANNOT PROCESS A RETURNS REQUEST UNTIL THIS FORM IS SIGNED BY AN AUTHORISED PERSON ACCEPTING OUR TERMS OF RETURN (PAGE 2 OF THIS DOCUMENT). ALL GOODS MUST BE RETURNED WITHIN 7 DAYS OF A RETURNS NUMBER BEING ISSUED FOR A CREDIT TO BE RAISED.**

## Restocking charge

If an item is returnable there is a minimum of 10% or £10 restocking charge on all excess to requirement returns whichever is the larger amount. Cabinet returns have automatic return charge of £50.00. An additional collection charge of £75 applies for cabinet collection by our couriers.

## GDPR

Quality Essential Distribution Ltd are GDPR compliant, please find a copy of our privacy policy at: [qedgroup.co.uk/privacy-policy/](http://qedgroup.co.uk/privacy-policy/)

**Authorised signature:**

Print name:



445 Oakshott Place,  
Walton Summit Centre,  
Bamber Bridge,  
Preston, PR5 8AT

**T** : 01772 336 111

**F** : 01772 336 444

[custserv@qedgroup.co.uk](mailto:custserv@qedgroup.co.uk)

[www.qedgroup.co.uk](http://www.qedgroup.co.uk)

# Terms of Return



## Out of box failures

- In the event of an out of box failure please contact us immediately on **01772 336111** and speak to our Technical support department whilst you are on site with the goods.
- Please quote your delivery note number.
- If our technical team are unable to resolve the problem you will be issued with a returns number.
- We will arrange a replacement and organise collection of the faulty one. Please ensure the faulty unit(s) are in the original packaging with all instructions and securely packed ready for collection.
- Please do not write the returns number or anything else on the box.

Replacement(s) will be sent at our cost and will be invoiced. We will collect goods within 7 days of request and credit replacement in full if confirmed faulty. Goods that are not collected within that time can only be classed as faulty in Warranty and will be repaired and sent back.

- In the event of a warranty failure please contact us immediately on **01772 336111** and speak to our Technical support department whilst you are on site with the goods.
- Please quote your delivery note number/ invoice number
- If our technical team are unable to resolve the problem we will email a Returns request to be filled out in full, please email this back immediately.
- Please make sure the items are securely packed ready for collection.

The goods will be collected at our cost within 7 days from request, these will be repaired free of charge and returned. If the fault has been caused by site problems or installation, then the repair will be chargeable plus carriage and a £25 admin fee. NB: If no fault is found then we will charge all carriage costs to the customer.



## Warranty repairs



## Goods sent in error

- In the event of goods being sent in error by Quality Essential Distribution please contact us immediately on **01772 336111** and speak to our customer service department whilst you are on site with the goods.

These will be collected at our cost and credited in full. Simply inform us within 48 hours of delivery and make the goods available for collection within 7 days.

- In the event of goods being damaged on arrival please contact us immediately on **01772 336111** and speak to our customer service department whilst you are on site with the goods.

We can only accept Goods as damaged on delivery provided it is noted on the delivery note or we are informed within 24 hours of delivery. It is the responsibility of the recipient to open packaging and inspect goods.

## Damaged on delivery



## Excess to requirement, ordered in error



- In the event of goods being excess to requirement, inspect your goods to ensure that the goods are as new and in a resaleable condition, complete with all original contents, packaging manuals and without any scuffs or surface damage.
- Contact us on **01772 336111** and speak to our customer service department requesting a return request form, please complete in full and email back.
- Upon agreement we will issue you with a returns number and note the value of the restocking charge.
- Please box your goods and return to Quality Essential Distribution Ltd, Returns Dept, Unit 445 Oakshott Place, Walton Summit, Bamber Bridge, Preston, Lancashire, PR5 8AT.

Special order items may fall outside of these terms and may not be returnable. There will be a minimum restocking charge of 10% or £10 whichever is the larger amount. Goods to be returned at your cost and must be returned within 7 days of receiving the approved request. Collection by our van will have an administration charge of £10. All cabinets returned will have an automatic £50.00 re-stocking charge if you wish for us to collect the cabinet on your behalf there will be an additional £75.00 collection fee. Unfortunately, any goods returned without a returns authorisation number cannot be dealt with, repaired or credited. Any cables cut to length cannot be accepted back as a return. We cannot take responsibility for any damage caused by your couriers after collection. All items returned damaged will not be credited.