

NORTHERN DIVER

Return / Service Form

Please include this form with your return to the following address:

Goods In Department, Northern Diver Int Ltd., Appley Lane North, Appley Bridge, Wigan, WN6 9AE

Full Name :	Acc Ref :
Address :	Order Nr :
Postcode :	Mobile :
Point of contact at Northern Diver :	Date Of Purchase :
Email :	

Details below can be found on your invoice / sales order.

DESCRIPTION	FAULT CODE	ACTION CODE

Fault Codes :

- 1 - Wrong Item Ordered
- 2 - Wrong Item Sent
- 3 - Faulty / Damaged
- 4 - Service Required

Action Codes :

- A - Exchange
- B - Replace
- C - Refund
- D - Contact to discuss

IN ALL CIRCUMSTANCES

An item(s) will be examined by our Quality Control manager, in order to establish the facts regarding a faulty or damaged item; however, you (the consumer) have a duty to take reasonable care of the item, prior to our examination. Goods must therefore be returned in or with the original packaging and with the original documentation, wherever possible. In addition, a returned item must be adequately protected and securely sealed for its return journey, to reduce the possibility of damage in transit.

IMPORTANT NOTE

All item(s) (including suits) must be returned in a clean and dry condition and be free from mud, dirt and contaminates. We reserve the right to refuse to process items that do not meet with these criteria and we will either return the item(s) to you immediately or will charge a £25 cleaning fee. This is to ensure the health and safety of the team members that are handling your returned item(s). This does not affect your statutory rights.

Please Note - Returned item resolutions may take longer during peak times but you will be contacted as soon as possible.

FOR OFFICE USE ONLY	Returned To Stock : Y N F
Received :	CRM NR :
Goods In NR :	Assigned To :