



Ventlux Ltd. Returns Form

3. Returns Procedure and Terms of Return

3.1 General

- a) Items may be returned for testing (replacement) or for Credit.
- b) Items must be returned (with a completed [returns form](#)) within 28 days of delivery, otherwise returns will not be accepted.
- c) Any item labelled 'SPECIAL non-returnable' in the 'product code' column of your quote or proforma CANNOT BE RETURNED. (This is due to it being either made to specification, or sourced from outside of the UK, where we cannot return it or re-sell it).
- d) Items must be returned including a filled in and signed [Returns Form](#).
- e) Your returns form has instructions on how to return your item to us.
- f) You must include a hard copy of the returns form with your parcel. **Do Not return the form to us as an electronic document.**

3.2 Items being returned for testing:

- a) If we are unable to resolve your technical problem by calling 0161 523 4706 or emailing sales@ventlux.co.uk ; you may return the item for testing.
- b) **You must obtain a reference number** from the Ventlux operative dealing with your issue. Items must be returned (with a completed Returns Form), **within 28 days of delivery**, otherwise your return will not be accepted.
- c) Upon testing, items found to be in good working order will be returned to you. There will be a minimum testing charge of £30.

3.3 Items being returned for Credit:

- a) If you have ordered goods that are no longer required, you must advise us by email within 14 days of receipt of goods by emailing sales@ventlux.co.uk or by calling us on 0161 523 4706.
- b) Your returned item must be in an unused, new condition (as sold), in box, including all parts, accessories, and instructions.
- c) If the item is damaged, or has been used, we will not refund your item.
- d) Incorrectly ordered items are subject to a 25% administrative restocking charge (which will be 25% of the net purchase price as charged).

How your return your parcel

Upon acknowledgement of your need or wish to return your item. We will:

- Provide you with reference number which you must state on your returns form (below).
- Provide you with a postage label (by your designated email) **which you must attach to your parcel.**
- Arrange for your return to be picked up from your designated location. It will be addressed to our head office (Ventlux Ltd, Riverside Works, Bridge Street, Dukinfield, SK16 4RX).
- Once you provide us with your location for pick up. You must have your item packed and ready to be picked up by Parcelforce. Your return will be picked up **on the day, or the next working day** after your returns label is processed and sent to you.
- **You must include a hard copy of this signed completed form inside your parcel.**
- **DO NOT RETURN THIS FORM AS AN E.DOCUMENT.**

Reason for return:

Please tick:

Faulty. Incorrect. Exchange.

Return Reference Number:

Company:

Signed:

Name:

Position: