

UNITED AUTOMATION LIMITED

Customer returns

Please follow this procedure for returning goods.

You will need to obtain a Non-Conformance (NC) Number to enable the return of goods to United Automation.

Please also use Returns Form **SP04.1** - available on request and on our website:

www.united-automation.com

Customer Returns Procedure

Complete Returns Form, quote our NC number, and return with goods.

Please advise/confirm your **DELIVERY ADDRESS** if different to original e.g. different depot.

- There may be an additional charge when sent directly to YOUR customer.

Display NC number on the exterior of package

Parcels may be refused or administration fee charged without this identification.

NC number is valid for 14 days; please return goods within this period.

Customer accepts the carriage cost to return products to United Automation

This may be credited where applicable.

Please also see some examples of relevant reasons for return:-

- **Ordered in error**

United Automation retains the right to refuse return of non-stock/special items.

Returned goods will be subject to a 25% restocking charge.

If replacement goods are required please issue a new order number.

Goods must be returned in original, unmarked packaging and in a re-saleable condition.

- **United Automation error**

- **Order entry or wrong advice note**

- **Picking error (Paperwork correct, wrong item received)**

The correct item(s) will be manufactured and/or sent immediately with new invoice.

Full credit will be issued on receipt of returned goods.

Goods must be returned in original, unmarked packaging and in a re-saleable condition.

- **Faulty goods (Within warranty period)**

Return goods with our Returns Form: NC number and a full fault description required.

Goods will be tested and repaired/replaced free of charge where applicable.

If replacement goods are required urgently please place order at time of reporting, an invoice will be raised, full credit for returned goods will be issued where applicable.

RETURN ADDRESS:-

RETURNS DEPT – NC No :

UNITED AUTOMATION LIMITED

SOUTHPORT BUSINESS PARK, WIGHT MOSS WAY

SOUTHPORT, MERSEYSIDE

PR8 4HQ.