

UNITED AUTOMATION LIMITED

Following your recent request, you will now have obtained a Non-Conformance (NC) Number to enable the return of goods to United Automation.

Returns Form **SP04.1** is attached/available on our website: www.united-automation.com

Returns Procedure

Complete Returns Form , quote our NC no., return with goods.

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 during this period

Customer accepts the carriage cost to return products to United Automation

This may be credited where applicable

Please also see relevant reasons for return:-

- **Ordered in Error**

United Automation retain 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.

- **Order Entry Error or Wrong Advice by United Automation**

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

The correct item will be manufactured/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.

RETURNS ADDRESS:

UNITED AUTOMATION LIMITED

RETURNS DEPT – NC No :

SOUTHPORT BUSINESS PARK, WIGHT MOSS WAY

SOUTHPORT, MERSEYSIDE

PR8 4HQ.