

# RETURN FOR INSPECTION (FAULT CLAIM)

Please complete the following form, failure to do so may result in a delay of processing the repair, replacement or refund of machine. Please send well packaged machine and form to:  
Shopstuff UK Ltd, Unit 60a, Kirby Road, Earlsdon, Coventry, CV5 6HN.

Your Name	
Your Phone Number	
Your Email Address	
Company Name	
Invoice Number	
Date Purchased	
Date Returned	
Make/Model	
Reason for Return/ Nature of Fault (please provide a full description of the issue) Delivery address if different to original invoice.	

PLEASE ENSURE THAT YOUR RETURN IS WELL PACKAGED (IN THE ORIGINAL PACKAGING IDEALLY) AS WE CANNOT BE HELD RESPONSIBLE FOR ANY DAMAGE CAUSED IN TRANSIT. WE STRONGLY RECOMMEND USING AN INSURED AND TRACKED COURIER SERVICE.

**Fault claim within 7 days of delivery-** Return the item to Shopstuff for inspection. An offer of replacement, return of product back to customer, refund or credit will be made subject to the findings of the inspection. If a genuine fault is found then a credit of £6.00+ vat will be made to your account as a contribution towards postage costs (applicable to shipments over 2kg only).

**Fault claim after 7 days of delivery-** Return the item to Shopstuff for inspection, if a manufacturing fault is found this will be repaired and the goods returned to you, non-remote UK mainland only, small delivery surcharges will apply for remote or offshore address.

If no fault is found or the error is caused by operator misuse or lack of maintenance then the return will be subject to a fixed cost of £25+ vat to cover labour and £12.50+ vat for non-remote mainland insured UK delivery.

We will endeavour to repair & despatch any machine within 10 working days, this may not always be possible if non-stock parts are required, or if the machine needs to be returned to the manufacturer.

For machines that are returned and repaired the customer has the option of having the machine sent back in the same packaging it came in, but Shopstuff take no responsibility for damage caused in transit as we are not covered by our couriers. Alternatively, we can re-pack in a suitably protected box and insure against damage for just £12.50 + vat.

Please tick box if you wish us to re-pack and insure your machine.@£12.50+vat

Any machine not paid for or claimed will be kept for 60 days and then disposed of.