

# MGOC Spares Returns Form

All Returns must include a completed copy of this form and if possible a copy of your original invoice.

**Returns received without the correct documentation will delay or may even prevent processing**



## Warranty Returns:

- Unless otherwise stated all parts are covered for a period of 12 months from the date of purchase.
- Warranty Claims are limited to the cost of the warranted component(s) and does not extend to cover garage labour, delivery or any other consequential costs.
- No warranty claim will be accepted if failure is caused by misuse, neglect, overheating (engines), incorrect installation or failure of a related component.
- The warranty is in addition to and does not affect your statutory rights as a customer.

## Non-Warranty returns:

- Damages must be reported by telephone within 24 hours of receipt.
- You must notify us of any shortages as soon as possible.
- You have 90 days to return the unused parts in their original packaging, if no longer required.
- You must include a copy of this form and if possible a copy of the original invoice.
- For items returned outside of 90 days or in a non-resaleable condition we reserve the right to refuse credit

## Exchange old units:

- Core units must be returned within 90 days of your purchase
- Exchange items incur a surcharge which is refunded once the old unit has been returned
- Core units must not be disassembled, they must be **complete, serviceable** and **drained** of any fluids. Please complete and attach the exchange label supplied. Failure to comply with these requirements will result in your surcharge being retained.
- Surcharges will not be refunded if the core unit you return is not **identical** to the type you were supplied.
- We bear no responsibility for any items returned surplus to the original unit.
- For more information on the specific requirements for return of old units for rework please contact us on 01954 230928

## For all returns:

- The customer is responsible for returns carriage, unless the return is due to our error in which case please call to discuss.
- It is the customers responsibility to ensure that all returns are adequately packaged to safeguard against damage
- Refunds will be made via the original payment method
- Full Terms are printed on the reverse of your invoice.

<b>Name:</b>	<b>Account/Membership Number:</b>
<b>Telephone no:</b>	<b>Date:</b>

Please fill in the form below with the part number, quantity, the invoice or despatch note number and a brief explanation on the reason for return

Part Number	QTY	Invoice Number	Invoice Date	Reason for Return:	Credit number <i>(office use only)</i>	Return Code <i>(Office Use)</i>	RTS No <i>(Office use only)</i>

Part Number	QTY	Invoice Number	Invoice Date	Reason for Return:	Credit number <i>(office use only)</i>	Return Code <i>(Office Use Only)</i>	RTS No <i>(Office use only)</i>

<b>Office Use Only</b>	<b>Y</b>	<b>N</b>	Notes:
I Confirm that all returned items comply with our terms & conditions			
Warehouse Signature:			Warehouse Initials:
	<b>Y</b>	<b>N</b>	
Credit Authorised <i>Trade Manager</i>			Trade Manager <i>Signature &amp; Date</i>
Credit Note number:	Credit Raised by: <i>Signature &amp; Initials</i>		

MGOC Spares, Octagon House, Over Road, Swavesey, Cambridge. CB24 4QZ

Retail: T: 01954 230928 [sales@mgocspares.co.uk](mailto:sales@mgocspares.co.uk)