

Returns Policy

Goods returned to DANLERS must be under a RETURNS MATERIAL AUTHORISATION NUMBER (RMA)

If the reason for return is due to product failure please contact us immediately with the details of the fault as our technical team may be able to resolve the issue without the need for the return. If we are in agreement that the goods are to be returned an RMA number will be issued and the following process should be followed.

A RMA Number can be obtained by Telephoning 01249 443377, or by faxing or emailing your debit note to Fax: 01249 443388, Email: returns@danlers.co.uk, once you have an RMA number, **goods must be returned within 10 working days to:**

RETURNS DEPARTMENT
DANLERS LTD
DANLERS BUSINESS CENTRE
VINCIENTS ROAD,
CHIPPENHAM
WILTSHIRE
SN14 6NQ

INFORMATION REQUIRED PRIOR TO OBTAINING AN RMA NUMBER:

- Original Invoice number, despatch note number or your purchase order number
- DANLERS part numbers
- Quantity to be returned
- Detailed description of why the goods are being returned
- Any additional charges that may apply

If any of the above information is not supplied, the return will NOT be processed.

1) Replacement of Faulty Goods under Warranty

- Goods are to be returned in a reasonable condition, for inspection. We reserve the right to repair or replace goods found to be faulty, as appropriate.
- Please note that replacement goods cannot be despatched before faulty units have been received and inspected, unless a new order is raised for their supply. In this case – if and only if the returned goods are found to have been faulty at the time of despatch and within the warranty period (5 years from the date of Manufacture) – Credit will be raised for the original order.

2) Return of Goods Surplus to Requirements for credit

- Only standard items can be accepted for credit. Tailor-made items produced specifically to order cannot be accepted for return.
- Goods must be returned in saleable condition, in the original packaging and at your cost.
- Returned goods are subject to a minimum of 15% or £10 (which ever is higher) handling fee to cover the cost of product testing (for re-sale) and administration.

If goods are not returned to DANLERS for inspection within the 10 working days the Returns authorisation number will expire and be cancelled. **If you have already deducted the debit note an invoice will be issued for you to repay it.**