

Return/Service Form

Northern Diver Ref: **ND**_____

*Ensure this form is completed and enclosed with the returned goods and send to (if collection has not been agreed) to: Northern Diver (Int) Ltd, Appley Lane North, Appley Bridge, Lancashire, WN6 9AE, UK

| | | | |
|-------------------|--|---------------------------|--|
| Full Name: | | Account Reference: | |
| House No: | | Order No: | |
| Address: | | Mobile No: | |
| Post Code: | | Date of Purchase: | |
| Email: | | | |

Point of Contact at Northern Diver: _____

Details requested can be found on your initial invoice/sales order:

| Description: | Fault Code: | Action Code: |
|--------------------------------|------------------------|------------------------|
| | | |
| Fault codes: | 1 - Wrong Item Ordered | Action Codes: |
| | 2 - Wrong Item Sent | A - Exchange |
| | 3 - Faulty/Damaged | B - Replace |
| | 4 - Service Required | C - Refund |
| | | D - Contact to Discuss |
| Additional Information: | | |

IN ALL CIRCUMSTANCES

An item will be examined by our Quality Control manager, in order to establish the facts regarding a faulty or damaged item; however, you (the consumer) have a duty to take reasonable care of the item, prior to our examination. Goods must therefore be returned in or with the original packaging and with the original documentation, wherever possible. In addition, a returned item must be adequately protected and securely sealed for its return journey, to reduce the possibility of damage in transit.

Please Note - Returned item resolutions may take longer during peak times but you will be contacted as soon as possible

For Office Use Only

| | | | |
|------------------------------|--|----------------------------|--|
| Goods Received By: | | Received by QA Rep: | |
| Goods Received On: | | Signed by QA Rep: | |
| Sales Representative: | | Date: | |



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