RETURNS & WARRANTY POLICIES

BEFORE COMPLETING THIS FORM ***RETURNS WITH CORRECT & COMPLETE DOCUMENTATION ARE PROCESSED FIRST. RETURNS WITHOUT CORRECT & COMPLETE DOCUMENTATION WILL BE SHELVED UNTIL THE CORRECT & COMPLETE DOCUMENTATION IS SUPPLIED.***

CUSTOMS & EXCISE INFORMATION - For Customers returning parts from **OUTSIDE OF THE UK**, we request that **All** shipping paperwork used by either a carrier or the Post Office **MUST** state the return reason as ''For Repair'', ''Warranty Item'' or ''Return''. Failure to do so **COULD** incur additional Customs & Excise charges which customers **MAY** be liable for.

NON-WARRANTY RETURNS - 1. We must be notified of any shortages or damaged goods within three days of receipt of order. **2.** All uninstalled parts, in their original packaging may be returned within 90 days for any reason. **3.** If parts were bought from a specific Moss branch, please return the parts to the same branch, failure to do so may result in a delay of a refund. All branch details can be found at the bottom of this form. **4.** A copy of the original invoice or the picking label (which is generally attached to the original packaging) must accompany the return. **5.** Return freight is paid by the customer. **6.** If the return is due to our error, the return freight will be reimbursed. **7.** Parts returned outside of this policy or in a non-resalable condition may not be accepted or may incur a 15% handling fee. **8.** Re-imbursement is made by the original payment method. **9.** Complete the return form included in each order, pack the items securely and use the shipping return label supplied.

WARRANTY - 1. All parts are warranted against defects in materials and workmanship for a period of 12 months from the date of purchase. **2.** The warranty does not cover labour charges, failure of a related component, failure resulting from incorrect installation or misuse, nor will the warranty in any event be greater than the cost of the original component.

WARRANTY RETURNS - 1. Parts that fail in use may be returned from 12 months from the date of purchase. **2.** Returns must be accompanied by the original invoice - no warranty claims will be paid without a copy of the original invoice. **3.** Return freight will be reimbursed. **4.** Electrical parts returned for warranty will be tested and if found functional, no return credit will be given and the part will be returned. **5.** Re-imbursement is made by the original payment method. **6.** Complete the return form included in each order, pack the items securely and use the shipping return label supplied.

CORE RETURNS - 1. Exchange items are subject to a surcharge that is refunded when a rebuildable unit (core) is returned. **2.** Cores must be returned within 90 days of your purchase. **3.** When you receive the rebuilt unit, attached to it will be a CORE RETURN AUTHORISATION TAG. **4.** To receive your surcharge refund please remove this tag from the rebuilt unit and attach it to the (core) unit to be returned. **5.** Cores must be returned in the original box or carton supplied with the rebuilt unit. **6.** Cores must be clean and empty of all fluids, this includes engines, gearboxes etc and is not exhaustive. Failure to return core items drained of fluid **WILL** result in handling fees or possible surcharges and collections **CAN** be refused by either our transport staff or our carrier network staff **IF** leaking core items present a Health & Safety issue. **7.** Cores must be complete, assembled and rebuildable to receive credit or refund. **8.** You must pay all shipping charges for the return of the core and these charges are not refundable.

Customer Name:	Moss Customer Number:
Address:	
Telephone Number:	Date:

RETURN CODES - Please select the appropriate return code and enter it in the form below.

01 Wrong part sent	05 Parts not needed	09 Low Quality	12 Failed in use
02 Wrong part ordered	06 Damaged	10 Incomplete	13 Core unit
03 Wrong quantity sent	07 Not as described	11 Does not fit	14 Rebuild own unit
04 Wrong quantity ordered	08 Other (Please specify)		

PART NUMBER	DESCRIPTION	QTY	RTN CODE	INVOICE No.	BRIEF EXPLANATION (PLEASE)

Moss London
Unit 16, Hampton Business Park
Bolney way, Feltham TW13 6DB
+44 (0) 20 8867 2020

Moss Bradford
Unit 12-13, Acorn Park Ind. Est.
Otley Road, Shipley BD17 7SW
+44 (0) 1274 539 999

Moss Bristol
1-3 Elton Street
Bristol BS2 9EH
+44 (0) 117 923 2523

Moss Manchester
111-117 Stockport Road
Stockport, Cheshire SK3 OJE
+44 (0) 161 480 6402

Moss Paris
7 rue Chaponval, ZAC du Cornouiller
78870, Bailly, France
+33 (0) 1 30 80 20 30