



**GOODS WILL NOT BE ACCEPTED  
WITHOUT A RETURNS NUMBER.**

Date:	Returns No:
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Company Name & Address:

Post Code:

Account Reference (if known):

Product	Invoice No	Date of Purchase	Description of fault (if applicable). Add more detail further below if necessary.

Please give as much information as possible of the description of the fault. Incomplete forms **will** result in a delay in processing.

**BASED ON THE INFORMATION YOU HAVE PROVIDED, WE ARE SUPPLYING YOU WITH AN ADVANCED REPLACEMENT PRODUCT. PLEASE BE AWARE THAT YOUR ORIGINAL PRODUCT MAY NOT BE FAULTY, IT MAY HAVE BEEN DAMAGED DURING INSTALLATION OR OPERATION. IF YOU HAVE REQUESTED AN ADVANCED REPLACEMENT AND THE GOODS ARE TESTED AND NO FAULT IS FOUND OR IT IS FOUND TO BE OUT OF WARRANTY, THE PRODUCT WILL BE RETURNED TO YOU.**

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Signature:		Date:	
Contact Name:		Contact Number:	

Please find overleaf BFT's Terms & Conditions relating to our Returns Process. If you have any queries regarding this please do not hesitate to contact us on the numbers shown below.

**North Office:**  
Units C2-C3 The Embankment  
Business Park, Vale Road  
Heaton Mersey, SK4 3GL  
Tel: 0161 456 0456  
Fax: 0161 456 9090

**South Office:**  
Enterprise House  
Murdock Road, Dorcan  
Swindon SN3 5HY  
Tel: 01488 674 750  
Fax: 01488 674 790

**BFT Ireland:**  
Unit D3, City Link Business Park  
Old Naas Road  
Dublin 12  
Tel: 01 456 4711  
Fax: 01 450 8337



**Please note that any BFT products bought before 1st January 2024 will hold the original two year warranty.**

## **BFT PRODUCT RETURNS**

We are often asked about our goods return procedure and have therefore taken the opportunity below to describe what it is and how it works.

### **In summary:**

- BFT has always operated a 'back to base' policy for all products and we will continue to do so. Please be aware that our area sales managers are not able to collect product returns.
- BFT products are provided with a three year standard warranty or five year extended warranty for products that have a service contract. View our warranty for full information on extended warranty.
- All warranty returns require a Goods Return Number (GRN) which can be obtained by contacting our offices. If the return relates to a product with a suspected fault, you will need to speak to our technical team first to discuss your concerns before we can issue a GRN because we find no fault when testing with over 80% of the products we receive back. Additionally, our technical team are often able to resolve the problem experienced by the installer over the phone.
- If we agree to issue a GRN, you must get the product back to us within 4 weeks and you have 2 options for products within the warranty period:
  - Advanced replacement service:
    - o When we issue a GRN, we will dispatch a replacement product to you at the same time and will raise an invoice for it. Customers who do not hold a credit facility with us will need to pay for the replacement product by pro-forma or credit card.
    - o If you believe the product you are returning is faulty, please provide as much details as you can about the fault on the GRN form.
    - o When we receive the product back it will be fully tested and if the product, which is within the warranty period, is found to be faulty, a full credit will be issued for the advanced replacement invoice.
    - o If no fault is found with the product, then the product will be returned to you and the cost of the carriage charged to your account (or payable pro-forma if you do not have a credit facility with us). The invoice which was issued for the advanced replacement will be payable and no credit will be issued.
    - o It is important you are aware that we are issuing the advanced replacement based solely on the information you have given us. And even though we are issuing you with a GRN, this does not mean that the product is actually faulty as we can only diagnose a suspected fault based on what we are told over the telephone. Please be aware that your original product may not actually be faulty but might have been incorrectly installed, damaged during installation or unintentionally damaged during operation.
  - Testing Service (no advance replacement product issued):
    - o Once a GRN is issued, you can send the product back to us for testing. In the event that we find a fault, we will repair the product or replace it as we see fit. This option will be preferred by infrequent installers or those who do not want to risk the possibility of ending up with a spare working product that they have paid for.

Please be aware that if we receive a product without a GRN, we will not be able to process it.

### **Important notes:**

- Where we have built, constructed or provided a special order product, we will not accept the goods back for credit under any circumstances, unless the products we have provided are diagnosed faulty by us.
- The following will negate the product warranty and the items will not be inspected by our technical department:
  - o Water ingress
  - o Wrong replacement fuse value
  - o Insect damage
  - o Third party damage (e.g. evidence of a product that has been forced)
  - o Manufacturing date stamp on the product not within the standard three years warranty or the extended five year warranty

Under these circumstances, we will not raise a credit for the products or issue new products without charge. We will also look to dispose of these products as quickly as possible.

### **Re-Stocking Charges**

Where products have been ordered and are not required, BFT will accept the products back under the following conditions:

- The products have not been installed
- The products are returned as complete items
- All packaging and instructions for each product are as new
- A re-stocking charge will be imposed on all unwanted returns. The amount will depend upon the condition of the products but will be a minimum of 20% of the value of the product. Depending on the circumstances, we reserve the right to impose a higher re-stocking charge.
- Any products that we receive back that are not in the original packaging, which will enable us to re-sell the products to another customer, will be returned to the sender and no credit issued. The carriage cost will be charged to your account.

### **Repairs**

Please be aware that we are not able to repair any products that are outside of the standard three year warranty or the extended five year warranty.