



PLEASE NOTE – RETURNS ARE DEALT WITH BY EMAIL ONLY
RETURNS/CANCELLATION NOTE

Anglian Pumping Services Ltd
 APS House, The Drift, Nacton Road, Ipswich, IP3 9QR
 Tel No. 01473 719950

Please complete this form (one for each item returned) and return by email to returns@anglianpumping.com.

Goods Returned from (original purchaser):		Site Address (end user):	
Collection from this address?	YES / NO	Collection from this address?	YES / NO
Contact:		Contact:	
Tel No:		Tel No:	
Email:		Email:	
Pump Type / Description:		Reason for Return (please tick):	
Serial No:		Goods not Required:	<input type="checkbox"/>
Original Purchase Date:		Warranty Claim:	<input type="checkbox"/>
Order Ref / Invoice No:		Other:	<input type="checkbox"/>
<u>WARRANTY CLAIM:</u> If your claim is successful please confirm requested action:		Repair / Replacement:	<input type="checkbox"/>
		Credit / Refund:	<input type="checkbox"/>
Further details / description of the nature of the product fault:			
<u>COSHH Safety Declaration:</u>			
Please give a brief description of substances used with the pump (e.g. sewage, clean water, etc).			
<i>Please tick where applicable:</i>			
Is the substance a Carcinogen or Mutagen?		YES	NO
Is the substance classified as Very Toxic, Toxic Harmful, Sensitising, Corrosive, Irritant or Toxic to Reproduction?			
Is the substance a cause of Occupational Asthma?			
Has the pump been exposed to Radiation?			
If yes, please give details:			

Signed:

Date:

Name (PRINT):

PLEASE NOTE: In the event that warranty is rejected a charge will be levied to cover the cost of the engineer's time and carriage costs. The unit will be held for a period of 30 days from date of report and then disposed of unless otherwise instructed.

PRODUCT MUST BE RETURNED WASHED DOWN AND FREE OF ALL CONTAMINATION

All fuels, oils and other liquids must be removed prior to collection as they are not permitted for carriage and transport.
 This means you must remove all oils, fuels and other liquids



ANGLIAN PUMPING SERVICES LTD

APS House, The Drift, Nacton Road, Ipswich, IP3 9QR

Tel. 01473 719950 Fax: 01473 719951

Email. info@anglianpumping.com

www.anglianpumping.com

RETURNS POLICY

Please complete the returns / cancellation form and send it to returns@anglianpumping.com

ALL RETURNS ARE DEALT WITH BY EMAIL ONLY

Please note returns will not be processed without a completed returns form.

Right to cancel or refund

Customers have a period of 14 days from the day they receive the goods to notify Anglian Pumping Services Ltd that they wish to cancel or return an item. Once we have been notified, customers have a further 14 days to send the goods back at their own cost. Items should be returned unused in their original packaging complete with all accessories and documentation. Once the goods are received at Anglian Pumping Services Ltd, a refund will be issued to your original payment method*

Anglian Pumping Services Ltd must refund the customer within 14 days of it receiving the goods.

Items Damaged in Transit

Please report damaged goods immediately **calling 01473 719950**. If goods are visibly damaged on receipt, simply refuse the delivery. We will arrange to uplift the goods. Once received back into our warehouse, we'll issue a replacement and reimburse your reasonable return carriage costs.

Damaged or Faulty Goods

If the goods are damaged or faulty please contact our Customer Service Team on 01473 719950 who will process the claim for you and supply you with a replacement where possible.

All items returned due to a fault are tested. Some manufactures will require the pump to be sent directly to them to determine if the fault was caused by a manufacturing defect or incorrect installation. If the item's fault was caused by an installation fault a refund will not be offered. If the fault was a manufacturing fault, a full refund or replacement will be provided. A full pump report will be provided upon request. Where a returned item is found not to be faulty, you will be liable for the return carriage and testing costs.

Items Faulty in Warranty Period

If any of your purchases develop a fault, then provided your item is within its warranty period, you are entitled to a warranty repair / replacement. All warranty claims are referred directly to the manufacturer. Items should be returned in their original packaging complete with all accessories and documentation. Name plates including serial numbers should be intact. Once your warranty claim has been approved we'll issue a full report and a warranty repair / replacement and reimburse your reasonable return carriage costs. If your warranty claim is refused you will be liable for the return carriage as well as inspection fees for the manufacturer's engineers time.

For full terms and conditions please go to: www.anglianpumping.com/terms-and-conditions

*less a re-stocking charge for the goods where applicable.



ANGLIAN PUMPING SERVICES LTD

Registered in England No. 1749889 VAT Registration No. 390 5732 41



**John J
Gosling & Co**