

REPAIR RETURNS FORM

**Please fill out all of the following information, failure to do so may result in a delay of processing the repair or replacement machine. Please send well packaged machine and form to:
Shopstuff Ltd, Unit 60a, Kirby Road, Earlsdon, Coventry, CV5 6HN.**

Your Name	
Your Phone Number	
Your Email Address	
Company Name	
Invoice Number	
Date Purchased	
Date Returned	
Make/Model	
Reason for Return / Nature of Fault (please provide a full description of the issue you are experiencing)	

Delivery address for repaired machine if different than the one shown on the original invoice:

PLEASE TAKE GREAT CARE TO ENSURE THAT YOUR RETURN IS WELL PACKAGED (IN THE ORIGINAL PACKAGING) AS SHOPSTUFF CANNOT BE HELD RESPONSIBLE FOR ANY DAMAGE CAUSED IN TRANSIT

We will endeavour to repair & return any machine within 10 working days, this may not always be possible if non stock parts are required, or if the machine needs to be returned to the manufacturer. Should you wish to minimise this time, we recommend that machines are delivered to us on a Thursday as generally the engineers complete workshop repairs on a Friday.

Well packaged returns can be sent via Royal Mail or by courier, we always recommend that additional insurance is taken to cover any damage in transit. Courier services can be found at www.interparcel.co.uk

Machines that are returned and no fault is found or the error is caused by operator misuse or incorrect procedure will be subject to a fixed cost of £25+ vat to cover labour and £12.50+ vat for non-remote mainland insured UK delivery. Once repaired the customer has the option of having the machine sent back in the same packaging it came in, but Shopstuff take no responsibility for damage caused in transit as we are not covered by our couriers. Alternatively, we can re-pack in a suitably protected box and insure against damage for just £12.50 + vat.

Please tick box below if you wish us to re-pack and insure your machine.

Any machine not paid for will be kept for 6 months and then disposed of.

Please re-pack and insure my machine against damage in transit @ £12.50 + vat