

# FPC RETURNS POLICY

Please complete **ALL** sections below using **BLOCK CAPITALS**. Completed forms should be returned by fax or email to your sales office.

To ensure a timely response to your request please provide an email address or fax number on which you can be contacted. Any requests that are incomplete, illegible or do not conform to the FPC Returns Policy cannot be processed.

Please tick as appropriate

The product is:

**Damaged**

**Faulty**

**Not Required**

THIS APPLICATION FORM DOES NOT CONSTITUTE ACCEPTANCE OR ENTER INTO AN AGREEMENT FOR ANY ITEM(S) REQUESTED FOR RETURN UNTIL AUTHORISED AND PROCESSED BY THE CUSTOMER SERVICE TEAM.

F & P invoice/delivery number	<input type="text"/>	Company name	<input type="text"/>
Contact name	<input type="text"/>	Contact telephone number	<input type="text"/>
Fax number/email address	<input type="text"/>		
Date of delivery	<input type="text"/>	F & P product code	<input type="text"/>

SECTION A: PLEASE COMPLETE THE FOLLOWING SIX STEPS BY TICKING THE APPROPRIATE BOX FOR DAMAGED OR FAULTY STOCK.

- Has the item been fitted? YES  NO  **Yes:** Please contact the manufacturer for authorisation. Please refer to the F & P Price Guide for contact details. **No:** Go to 2.
- Has the manufacturer been contacted? YES  NO  **Yes:** Go to 3. **No:** The manufacturer must be contacted if an item is faulty
- Authorisation from the manufacturer? YES  NO  **Yes:** Please input the manufacturer authorisation in Section B (all fitted items must have authorisation). **No:** Got to 4.
- Are there any parts missing from the item? YES  NO  **Yes:** Please contact your F & P branch to see if the part can be obtained. **No:** Go to 5.
- Is the item suitable for transportation? YES  NO  **Yes:** Go to 6. **No:** All items, faulty or damaged must be packaged for transportation.
- Is the item available from your premises? YES  NO  **Yes:** Section B. **No:** Please advise your availability:

SECTION B: PLEASE PROVIDE THE MANUFACTURER AUTHORISATION CODE AND / OR CONTACT NAME. (For fitted items)

Manufacturer authorisation code

Please give a brief description of the nature and location of the fault or damage, including a diagram if necessary:

**Declaration:** I have read and understood the above notes and agree to the F & P terms and conditions

**Print Name**

**Sign Name**

**Date of Application**

Primaflow

F & P

Connections

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