

RETURNS PROCEDURE

The following is a step-by-step guide on how to return products to Thumbs Up (UK) Ltd. Our aim is to process returns smoothly and quickly. This can only be achieved if the following procedure is used. Always use the Thumbs Up Returns Form. If you do not have a copy at hand, please call your account manager who will fax or email you one to you immediately. Alternatively you can download one from our website, www.thumbsupuk.com

- >> Fill in all sections relating to account details, including a contact name and telephone number.
- >> Always use our stock codes where possible; they can be obtained from our invoices or delivery notes. You should also enter the quantity to be sent back and the original invoice number for each product to be returned.
- >> Please describe the reason you are returning each product in the column provided. It is very important to us to monitor any faults that have occurred so that we can ensure repeated problems are eliminated.
- >> Email your completed Returns Form to your account manager who will arrange for you to receive a RAN (Return Authorisation Number) by email. This is your unique reference number for this set of returns and will need to be quoted with any subsequent enquiry.
- >> Enclose a copy of the Returns Form when returning goods and mark your RAN number clearly on the outside of the box. Boxes returned without a RAN number on the outside will not be processed.
- >> On receipt of the package all products will be checked. Any products found which are not Thumbs Up's or products claimed as faulty that have no fault found will either be held or sent back at customer's expense.
- >> Once completed any necessary replacements will be sent back by post and larger by next day delivery.
- >> All returns are dealt with in the order they arrive and we offer a one for one replacement service.

Should you have any enquires relating to returns please call 0845 466 8880 and speak to your account manager.

NOTES

- >> Parcels that have a RAN number clearly marked will be dealt with first.
- >> Any parcel which has not been authorised for return will not be accepted.
- >> Products which have been improperly installed or misused will not be covered by warranty.

RETURNS DEPARTMENT CONTACT DETAILS

Address:	Thumbs Up (UK) Ltd Returns Department Santok House Unit L, Braintree Industrial Estate Braintree Road South Ruislip Middx, HA4 0EJ	Tel:	0845 466 8880
		Fax:	0845 466 8881
		Email:	Returns@thumbsupuk.com