



Tel: 045 810 469
 Email: deirdre@gwaza.ie

Gwaza Limited
 Copperbeech Farm, Ballinagappa,
 Clane, Co Kildare, IRELAND
 W91 X253

Returns number _____

3 easy steps to return goods to Gwaza:

1. Complete the customer returns form and email to kevin@gwaza.ie.

You can find this form on our website.

2. On receipt of the form, Gwaza will then supply Returns Number by email of which must be entered on to the address label above.

3. Please ensure all returned items are securely packaged and sent using the above address label. Goods will not be accepted without a pre arranged Returns Number.

Alternatively, if you do not have access to our website please contact Gwaza for a Returns Number on 045 810 469. The completed form must accompany your parcel on return to the above address.

Caveats

[1] Ordered in error.

Will attract a 10% handling fee and customer will be responsible for sending the product back in a saleable condition (product and packaging.) Customer will be responsible for any return carriage fees.

[2] Faulty Product.

If the product fault is assessed and deemed as a manufacturer fault, the product and return carriage will be credited. If the product fault is assessed and deemed to be through misuse or negligence, the customer will be declined a credit and will be responsible for return carriage.

* For any of these reasons a Gwaza rep will be able to uplift. This form must still accompany the return. Reasons without a * must be returned to Gwaza directly via your carrier for assessment.

Customer Returns Form

Date:

Contact Name:

Company:

Acc No:

Address:

Returns Number:

Gwaza Invoice Number:

Returned Items Gwaza part number:	Qty	Reason (use codes below.)
1. _____	[]	[]
2. _____	[]	[]
3. _____	[]	[]
4. _____	[]	[]

Returns Codes

- [1] Ordered in error.
- [2] Faulty product*.
- [3] Duplicate delivery*
- [4] Supplied in error*.
- [5] Product damaged*.
- [6] Wrong address*.
- [7] Other.

**Thank you for completing this form.
 It will help us process your return quicker.**