



Tel: +44 1743 850761 | Fax: +44 1743 850601  
Email: [sales@gwaza.co.uk](mailto:sales@gwaza.co.uk)

Gwaza Ltd  
New House Farm, Shoothill,  
Shrewsbury, Shropshire, ENGLAND  
SY5 9NR

Returns number \_\_\_\_\_

### 3 easy steps to return goods to Gwaza Ltd:

1. Complete the customer returns form and email to [liam@gwaza.co.uk](mailto:liam@gwaza.co.uk) or fax to +44 1743 851516. You can find this form on our website.

2. On receipt of the form, Gwaza will then supply a 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 +441743 850761. 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.    | [ 5 ] Product damaged*. |
| [ 2 ] Faulty product*.     | [ 6 ] Wrong address*.   |
| [ 3 ] Duplicate delivery*. | [ 7 ] Other.            |
| [ 4 ] Supplied in error*.  |                         |

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