

# B2B CUSTOMER RETURNS FORM



Date: \_\_\_\_\_ Order Number: \_\_\_\_\_

Customer: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

Reason for Return: \_\_\_\_\_

Description:

Qty-  
Returned

WH  
Check

Inspected  
Pass/Fail

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Comments: \_\_\_\_\_

\_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

## Accounting Use Only

Postage Receipt Included:  Yes  No      £ \_\_\_\_\_

Amount to be refunded to Customer      £ \_\_\_\_\_

Remarks: \_\_\_\_\_

\_\_\_\_\_

## Approvals

\_\_\_\_\_  
Credit Manager

\_\_\_\_\_  
Date

## Terms of return

Once we have received and booked in your return your account will have a credit applied for the item and the postage cost providing a receipt for postage has been included in the package.

Please allow 14 days for your return to be processed and credit applied.

### 1 Warranty

1.1 The Seller warrants that the Goods shall materially comply with their description in the Order, be free from material defects in design, material and workmanship and be of satisfactory quality within the meaning of the Sale of Goods Act 1979 for the following periods:

1.1.1 in the case of liquids (and the containers), 5 Business Days;

1.1.2 In the case of hardware (not liquids or containers), subject to any end of life date directed by the Seller or sell before date on the packaging), 30 days from purchase by a consumer;

1.2 The Seller will at its option, repair, replace or refund the price of Goods that are found to be defective in accordance with clause 7.1 provided always that:

1.2.1 the Buyer serves a written notice on the Seller no later than 5 Business Days of notification or discovery of any defects detailing the nature and extent of the defects;

1.2.2 the Seller shall in the case of hardware returned pursuant to clause 7.1.2 (and 7.6), be entitled to see proof of purchase;

1.2.3 the Seller shall have adequate opportunity to examine the hardware and establish whether or not it is defective.

1.3 The Conditions will apply to any Goods repaired or replaced.

1.4 The Seller will not be liable for any failure of the Goods:

1.4.1 where such failure arises by reason of wilful damage or negligence;

1.4.2 to the extent caused by the Buyer's failure to comply with the Seller's instructions and/or good practice in relation to storage of the Goods;

1.4.3 to the extent caused by the Seller following any design or specification or requirement of the in relation to the Goods;

1.4.4 where the Buyer repairs or alters any Goods without the Seller's prior written agreement; or

1.4.5 where the Buyer uses any of the Goods after notifying the Seller that it does not comply with clause 7.1

1.5 Except as set out in this clause 7:

1.5.1 the Seller gives no warranty and makes no representations in relation to the Goods; and

1.5.2 shall have no liability for their failure to comply with the warranty in clause 7.1,

and all warranties and conditions (including the conditions implied by ss 12–16 of the Supply of Goods and Services Act 1982 and ss 13–15 of the Sale of Goods Act 1979), whether express or implied by statute, common law or otherwise are excluded to the extent permitted.

The Buyer shall at all times comply with the Return Merchandise Authorisation Procedures

Full terms and conditions are available at [www.liberty-flights.co.uk/wholesale-returns](http://www.liberty-flights.co.uk/wholesale-returns)