



World Wide Distributors of Aston Martin & Lagonda Parts



ASTON SERVICE DORSET LTD

Registered Address:

73 RINGWOOD ROAD, LONGHAM, FERNDOWN, DORSET, BH22 9AA

Tel: Bournemouth (01202) 574727
Fax: Bournemouth (01202) 593080
Email: info@astonservicedorset.com
Website: www.astonservicedorset.com

Full Trading Terms and Conditions are available upon request or download from our website www.astonservicedorset.com

RETURNS MERCHANDISE APPLICATION FORM INSTRUCTIONS

If you need to return an item contact us and request a returns form to be emailed/sent to you, please accurately fill in the form and send it together with the part(s) to be returned to the address overleaf.

Instructions for completion of the form:

Fill in the columns marked "RTN QTY", "RTN TYPE" for all items being returned.

For each warranty return the column marked "DESCRIPTION OR FAULT" must also be completed

The columns should be completed as follows:

RTN QTY: The number of units that you are returning, you cannot return more units than were delivered as denoted by QTY on Invoice.

RTN TYPE: The reason for the return of the goods, to be denoted as follows:

(W) Warranty return on a part that has developed a FAULT within the warranty period.

(S) Surcharge refund application for a serviceable core (please also refer to conditions below).

(I) Incorrect part supplied.

(O) Incorrect part ordered.

(D) Part or Parcel arrived damaged resulting in part unusable (please refer to conditions below)

DESCRIPTION OF FAULT: A brief and accurate description of the fault experienced with goods. (Required for Warranty Returns)

Terms and conditions:

Returned merchandise will not be considered for exchange, refund, repair or credit without completion of this form in full.

Merchandise returned more than 28 days after date of original invoice may not qualify to be considered.

Special-order merchandise is non-refundable.

Warranty returns will be tested and, in the situation where a fault is found with the part, the part will be either repaired or replaced with a new part. Please note that, in the situation where a part needs to be returned to a supplier of ours, the testing procedure may not be immediate, and we will be unable to issue a replacement item until our supplier has verified the problem.

Incorrect goods supplied by Aston Service Dorset Ltd will be replaced by the correct item where possible. However, we reserve the right to replace any items with those of a similar quality that are suitable for the intended purpose of the original item ordered.

Damaged parts or parcel resulting in part unserviceable must be notified within 24 hours of receipt.

Surcharge refunds will only be credited once the returned unit has been fully inspected for suitability of servicing, this may cause considerable delay during peak periods. If the returned unit is not fully suitable for reconditioning you will be notified and the full surcharge amount may not be refunded. If the returned unit is completely unsuitable for servicing, you will be notified and be given the option of receiving the un-serviceable unit back. However, in this case no surcharge amount will be refunded.

Any returned part that has been supplied by Aston Service Dorset Ltd may, in certain circumstances, be subject to a 20% re-stocking fee.

Registered in England & Wales
Reg no: 10849247
VAT REG. No 187 1938 22

For International Non-EU payments by Credit or
Debit card we reserve the right to recover the Banks'
handling charge: 4% to the invoice total.

Any parts returned will only be accepted for credit if received within 28
days of the invoiced date and will be subject to a 20% handling charge.
Items which are specifically ordered cannot be returned for credit