

# Return note

**Return address:**  
**WindowMaster Control Systems Ltd.**  
Lampton Close  
Kettering Parkway  
Kettering, Northants NN15 6XY  
Tel.: +44 1536 614070  
Fax: +44 1536 614071

**Return no (mandatory):** RMA \_\_\_\_\_  
**Date (DD / MM / YY):** \_\_\_\_\_

**Call WindowMaster for a return no.**  
Tel.: +44 1536 614070

(Reason for return of products)

(X)

<b>Sender:</b>	<b>Return for credit</b> (Complaint report on the next page must be filled out)	
	<b>Replacement under warranty</b> (Complaint report on the next page must be filled out)	
<b>Requisition:</b> <b>Customer no.:</b>	<b>Other</b> (Complaint report on the next page must be filled out)	
<b>Remarks:</b>		

Amount	Product no.	Product name	Delivery / Invoice no.	Date

Conditions for returning goods. Valid from 01.09.13

### General

Returning of stock goods can only take place if the goods have been purchased at WindowMaster, and if they are intact and in original non-tampered packaging.

The goods must, by the time of delivery, be created in our ERP system, and have to be in an amount that complies with our normal sale of the specific item.

By return, a return note must always be enclosed.

All freight costs, regarding the return, falls on the customer.

In all cases, a return fee according to the below:

### Return fee

Return fee are calculated according to the below:

### Returning

Returning fee is 10% of the product's net purchase price.

The calculation is based on the value of the goods ex. tax at the time of the return. But as max the value at the delivery time.

Goods with a value below £ 175,- are not credited.  
Return must take place within 90 days from purchase

### Procedure for return

Return of goods must follow the below procedure.

1. Print WindowMaster return note – [windowmaster.com](http://windowmaster.com)
2. Return no (RMA000xxx) is provided by WindowMaster's customer Service at Tel. +44 1536 614070.
3. Fill in the return note including return no. and send it to [rma@windowmaster.com](mailto:rma@windowmaster.com)
4. Send the shipment.

### Goods not in stock, special and provided goods

Goods not in stock and provided goods can normally not be returned. If a customer still wants to return it, it can only take place after written agreement with WindowMaster.  
Customised products (specials) cannot be returned.

### Obsolete Goods

Goods that have been damaged, in tampered packaging or in other ways are obsolete or unsalable cannot be returned.



