

TECHNICAL CLAIM FORM



Please complete one form per product returned

1 CUSTOMER DETAILS

Company Name:

Account No:

Contact Name:

Building Name:

Street:

Town/City:

County:

Post Code:

Telephone No:

Email:

2 PRODUCT INFORMATION

SWP Part No:

Description:

Serial No:

Date Purchased:

Full Description of Fault:

Type of Environment / Application at Time of Fault:

THIS FORM MUST BE COMPLETED IN FULL IN ORDER FOR YOUR CLAIM TO BE CONSIDERED.

3 INSPECTION SEQUENCE

CLAIMS COVERED UNDER WARRANTY

I wish to return this product under warranty.

If this item is covered under warranty, we will repair the item and return it to you.

If your item is irreparable, please indicate below what you would like us to do.

Please issue a credit

Please issue a replacement

CLAIMS NOT COVERED UNDER WARRANTY

If we inform you your item is not covered under warranty, please indicate what you would like us to do.

Please quote for repair

Please scrap the item

We will collect the item

Customer Signature

Please Print name(s)

Position in Company

PLEASE CHECK YOU HAVE

1. Completed the form in full – including full description of fault.
2. Provided a photograph of the item before shipping the item to us.
3. Provided proof of purchase.
4. Provided proof of shipping (**We will credit up to a maximum of £10.00 if warranty applies. (£35.00 machine only).**)
5. Obtained a Service Call Number (see below).

WHAT HAPPENS NEXT?

Once we have received your completed form, we will process it within 48 hours (providing all information has been supplied in full). We will then issue you a Service Call Number. This number will authorise the return of your item to us.

Failure to obtain this number will result in your goods not being accepted at our depot.

Please return your goods to the following address within 14 days:

Specialised Welding Products
Unit 1, Withins Road
Haydock Industrial Estate
Haydock WA11 9UD

If you have any questions regarding this form, please call and ask to speak to one of our Customer Service team.

Tel: 01420 588180

Fax: 01420 588184

Email: returns@swp.uk.net

RETURN LABEL



**Returns Department
Specialised Welding Products
Unit 1, Withins Road
Haydock Industrial Estate
Haydock WA11 9UD**

Sender Details:

Please obtain and keep your tracking/postage information

Service Call Number:

**PLEASE NOTE THIS IS NOT A
PRE-PAID LABEL**

Shipping Instructions

- 1. Pack carefully**
Remember you are responsible for ensuring the item arrives safely.
- 2. Print the return label.**
- 3. Write your address and Service Call Number on the Return Label above.**
- 4. Cut out or fold the Return Label and affix it to the outside of your packaging.**
- 5. Please ship your item to the address on the Return Label above.**
We recommend that you use a carrier who can provide you with proof of delivery.
Until the goods are received by ourselves it remains your responsibility.

You must return your item within 14 days from when you obtain our Service Call Number.

If you have any questions, please contact the Customer Service team.

Thanks you for your business and continued support.