



Important: Your RMA Request will not be processed unless all fields are completed
 Please fax completed request to 0191 5484445, or email sales@salamanderpumps.co.uk

| | | | | |
|--------------------------|--|--|------------------------------------|--|
| Merchant Name & Address | | | Order Ref. Number | |
| Installer Name / Address | | | Date of return request | |
| Telephone Number | | | Contact at Branch | |
| Email address | | | Your Reference / Debit Note Number | |

| Invoice/Sales Order Number | Product Model / Description | Serial Number Pre-fixed with 'S/N' | Reason for return / Fault Description | RMA No Salamander Pumps USE ONLY |
|----------------------------|-----------------------------|------------------------------------|---------------------------------------|----------------------------------|
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Returns Terms & Conditions:

1. Goods will not be accepted from the carrier unless clearly marked with Salamander Pumps return label and RMA number.
2. Goods will not be accepted unless returned in appropriate packaging / suitably packed for safe return to Salamander
3. The RMA will not be actioned without a Fault Analysis.
4. The RMA must be returned within 7 days from the date of issue of the RMA number.
5. The RMA number is only issued for the goods stated above.
6. Returned goods will only be credited if they cannot be repaired or replaced by a similar product
7. All products will be inspected for damage, no credit will be given for damaged goods.

Salamander Pumped Shower Systems Ltd
 Unit 2c, Colima Avenue, Enterprise Park West
 Sunderland, SR5 3XE

Tel No: 0191 516 2002 Fax: 0191 548 4445 Accounts: 0191 516 3979

Please enter the full Collection address here:

8. "No Fault Found" goods will be returned.
9. The product warranty is valid from the date of manufacture unless Proof of purchase is obtained.
10. Returned items will only be dealt with if this form is signed, thereby agreeing to the Terms and Conditions stated above.

Signed : _____ Print: _____

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