

Returns Authorisation Form

Please enclose a copy of your electronic invoice as this is your warranty.

| | |
|-----------------|--|
| Date: | |
| Name: | |
| Address: | |
| Postcode: | |
| Contact Number: | |
| Email Address: | |

| | |
|-------------------------------|--|
| Order / Invoice Number: | |
| Returns Authorisation Number: | |
| Product Code(s): | |
| Chosen Courier: | |
| Courier Tracking Number: | |

REASON FOR RETURN (Please circle as appropriate)

Testing Refund Unwanted/ Incorrect Order Warranty

ADDITIONAL NOTES:

| |
|---|
| <p>Why are you returning the battery to us?</p> |
|---|

For Internal Use Only

| | |
|----------------------|--|
| Returns Auth Number: | |
| Date Received: | |
| Part Code(s): | |

| | |
|----------------|--|
| New | |
| Used | |
| Damaged | |
| Faulty? Y/N | |
| Voltage | |

Returns Policy

In the unlikely event that a fault be found with one of our batteries we will process a replacement as quickly as possible. The majority of batteries that are returned to us are simply flat and require a recharge before use, so please check the charge on your battery first.

If a fault is found with a new battery, call our team on 0330 6780399 to report the incident and request a returns authorisation number. A returns form can be downloaded from our website, but please note that returns will not be processed without an authorisation number. A member of our team will then contact you to take a £20 deposit and arrange the collection of your battery for testing. All items returned to us must be in original packaging unopened and with all labels attached so we can return to stock to sell as new. If a fault is confirmed, we will send a replacement out to you and refund the £20 deposit, however if no fault is found, then the current battery will be recharged and returned to you without the deposit. Any non-faulty items that are left with us and remain unclaimed will be disposed of after 3 months.

Warranty Policy

We offer up to four years' warranty on certain batteries, with a minimum of 12 months on all batteries, dependent on the manufacturer specification.

If you have a fully charged battery and believe it to be faulty, you can return the battery for testing. Call the Go Batteries team with your invoice / order number, and we will take a £20 deposit and arrange collection of your battery for testing. If the battery is found to be faulty, we will refund your deposit and send you a new battery, however if the battery is not faulty we will return it to you with the test report, fully charged and ready to use.

If you return a battery to us with a voltage of 10.6 or less, have failed to follow the battery handling and storage instructions or have made any unauthorised modifications, this will render your warranty void.

For full Terms and Conditions please visit www.gobatteries.co.uk.