

Credit Returns Procedure

Returns Authorisation

To allow smooth handling of credit returns, all returns must firstly be approved by LC Automation. This is easily done by contacting our Service Department or Internal Sales desk by telephone or email.

Tel: **01254 685900** for Blackburn Head Office
01249 460099 for Chippenham Office

Email: **service@lca.co.uk**
sales@lca.co.uk
sales.chippenham@lca.co.uk

When you contact us we will ask for the following minimum level of information about the product:-

- **Manufacturer's product code**
- **Serial number**
- **Your original order reference**
- **Reason for credit return request**

We cannot accept credit returns under all circumstances; however if it is initially agreed we will then trace the product on our order process system and issue an RN authorisation. The RN will be emailed to you confirming the details, and stating the agreed actions. **A copy of the RN should accompany the product when you return it.**

Please appreciate that we cannot handle any return without the RN authorisation.

If the credit return request is for equipment incorrectly ordered or no longer required then we will consider acceptance under the conditions below and may apply a re-stocking handling charge, depending on the circumstances.

- All return goods must be in working order and undamaged.
- All must be returned with their original packaging and manuals as supplied.
- The standard re-stocking charge is 15% of the product value however this can increase if, for example, the condition of the packaging is not as new.
- Please understand that any product returned in a condition other than when originally shipped will have a reduced resale value to us, and our re-stocking charge needs to reflect this.
- Similarly, if the goods were specifically sourced for the original order, or are non-stock items this will also be likely to increase the re-stocking charge.

All goods returned should be accompanied by a copy of the RN note and sent to:-

Service Department
LC Automation Limited
Duttons Way
Shadsworth Business Park
Blackburn
Lancashire
BBI 2QR

Upon receipt of a return we will test the product and inspect the packaging to make an assessment of its resale value; we will then discuss our findings with you to determine the next step.

After agreement we will re-stock the product with any handling charge applicable, or return the product to you.

If applicable we will then raise a credit note to cover the full cost of the part on the original invoice number less any re-stocking/handling charge.

If the products covered by any RN note have not been returned within 30 days of its issue then the RN will be deleted.

BLACKBURN - NORTHERN AREA SALES/HEAD OFFICE

LC Automation Ltd
Duttons Way, Shadsworth Business Park,
Blackburn, Lancashire. BBI 2QR
Tel: 01254 685900 Fax: 01254 685901
Email : sales@lca.co.uk

CHIPPENHAM - SOUTHERN AREA SALES OFFICE

LC Automation Ltd
12 Cavalier Court, Bumpers Farm Estate,
Chippenham, Wiltshire. SN14 6LH
Tel: 01249 460099 Fax: 01249 461199
Email : sales.chippenham@lca.co.uk



www.lcautomation.com