



UK WARRANTY CLAIM FORM

The following Warranty Terms apply to Gerbing Heated Clothing Products purchased from new within the UK Only:

Internal Heating Wire - Lifetime.
Temperature Controllers, Connector Plugs & Accessories - 3 Years
Manufacturing Faults - 1 Year
Batteries & Chargers - 90 Days
Accidental Damage - Not Covered
Fair Wear & Tear - Not Covered

PLEASE ENSURE ALL SOCKS, JACKETS AND TROUSERS ARE CLEANED BEFORE INSPECTION. FAILURE TO DO SO WILL RESULT IN YOUR ITEM BEING RETURNED UNCHECKED.

Name			
Address			
		Postcode	
Email		Tel. No.	

IMPORTANT: Please itemise **EVERY** product that you are sending back to us, including leads/controllers, batteries etc

Product Type (i.e. Gloves/Jacket/ cable/controller etc)	Model No. (if applicable i.e XRL, XR, GT)	Quantity (if gloves please send BOTH pairs)	Size	Date of Purchase	Purchased From
FAULT: (To assist our technicians, please give a full explanation of the problem you are experiencing. Please continue on a separate piece of paper if necessary)					

Cont'd/overleaf.....

Important Information – please read carefully before sending in your item:

Our Warranty Terms apply only to the original purchaser and commences on the original purchase date and are valid only if products are purchased from an official Gerbing UK Authorised Dealer. Please contact your supplier for instructions if purchased outside the UK.

It is compulsory that a copy of the original receipt or proof of purchase accompanies this claim form. Failure to provide this will void the warranty claim and will result in the garment being returned at a charge of £7.50 to cover P&P.

The guarantee on any replacement item will run concurrently with the original purchase i.e. if a temperature controller is replaced after 24 months, the replacement controller will benefit from the remaining 12 months of the original purchases' 3 year guarantee.

Whilst we endeavour to turn around all returns within 5-10 working days, please allow up to 3 weeks for repair or replacement during busy times. You will be contacted by one of our warranty team upon examination of your item/s via email to update you on your claim. Due to the nature of their work, our technicians are unable to take phone calls. If you have any queries regarding your claim, please email them at ukwarranties@gerbing.eu.

In circumstances where an item has been discontinued or is out of stock, Gerbing Heated Clothing reserve the right to supply an alternative replacement.

By signing this form, and sending in your product, you confirm that you have read and acknowledged the above terms.

Signed..... Date.....



If you are a UK customer please return all warranty items to:

Gerbing Warranty Department
Motoport Ltd
20 Colebrook Industrial Estate,
Longfield Road,
Tunbridge Wells,
Kent TN2 3DG

Contact: ukwarranties@gerbing.eu



All items from outside the UK (incl. ROI) must be sent to:

Gerbing Heated Clothing BV
Antilopestraat 1
7315 EG Apeldoorn
The Netherlands

Contact: info@gerbing.eu

We recommend all items are sent by registered post. We cannot be held responsible for items lost in transit to us. Please ensure that the correct postage is paid as we cannot collect withheld items from the post office.

OFFICE USE ONLY:

Warranty Authorisation Number:

Repair ☐ Replace ☐

Non-Warranty ☐ Charge Applied ☐ £.....