

Returns Form



Sterling Power provide a return to factory warranty.
Sterling Power is not liable for removal or fitting costs.

PLEASE READ THE ENTIRE FORM BEFORE SIGNING. This form **must** be signed and all entries must be filled in before returning.

Sterling Power shall determine whether the product is worthy of warranty. The warranty is not decided on by you, by a third party engineer nor by the vendor the product was bought from. The status of your warranty shall be determined by the engineers at the Sterling Power factory.

Before returning the product(s) please ensure you have undertaken the relevant diagnoses for the product(s). This may involve calling Sterling Power directly for technical support or referring to the instruction manual. The manuals can be found in the product's original box or, can be downloaded from the website (if lost / damaged).

Before returning the product(s) please ensure you have the original sales receipt and please enclose this receipt. The warranty period starts from the date on the sales receipt, NOT from the date you install the product and NOT related to the number of times the product is used.

Within warranty and outside of the UK, Sterling Power is NOT liable for inbound **nor** outbound shipping costs. Sterling is not liable for handling charges nor import / export duties etc.

We shall attempt to contact you several times once your unit is ready for sending back to you. If we hear no reply within 21 working days the unit shall be disposed of.

If your product(s) is out of warranty, we can offer up to 20% discount off a brand new product of similar description. *This discount is at Sterling's discretion and Sterling shall retain the returned product(s).*

Please fill in ALL entries and sign at the bottom:

Date Sent (DD/MM/YYYY) _____
Proof of Purchase : Y [] N []
Customer's Address
First and Last Name _____
Address _____
Town _____
County _____
Post Code _____

Return address (if different from above)

Telephone contact _____
email address: _____

Returning product(s) part number(s) / SKU / name(s): _____

Nature of the problem (provide as much information as possible):

Print name here: _____

Please sign here: _____