

Warranty Returns Form

In order for us to process your warranty return it is necessary for you to provide the following information and return your product to us for inspection. Please read the notes below which should answer any queries you may have.

USING BLOCK CAPITALS, please complete this form, print it off and return it with your product.

Name

Address

Postcode

Email

Telephone

Manufacture / model

Description of fault:

Please send it to us at the following address;

Whitby & Co
Warranty
Aynam Mills
Canal Head North
Kendal
LA9 7BY

When returning your product please make sure it is securely packaged. We advise that you send it via a secure method (i.e. Royal Mail Special Delivery or an equivalent service in your location) as we cannot be held responsible for products that do not reach us.

Important Notes:

- 1) We aim to inspect your warranty within 10 working days and will repair / replace it free of charge if a fault is found. If we need to return it to the manufacturer for inspection/replacement, we will notify you of the approx. delay in your warranty being processed.
- 2) We regret that we are unable to send out replacement parts.
- 3) Unauthorised repairs or modifications will invalidate the warranty.
- 4) We cannot be held responsible for the reimbursement of costs you may have incurred in having your product engraved. Please also note that we are unable to re-engage products
- 5) In a tiny minority of cases the condition/misuse of the product may mean that the warranty is invalidated and we would contact you to discuss this if we felt this may be the case.
- 6) We are unable to send both a replacement and the original product back to a customer.
- 7) If you have a discontinued product or your product is of sentimental value we may need to replace it (at our discretion with an alternative model).

We need your permission to stay in touch

We'd like to keep you up to date on products and promotional offers that may be of interest to you. You can "Opt-out" at any time.

Yes - I'm happy to receive emails

Privacy Notice

We collect a range of data about you when you complete the Warranty Returns Form. This data will be stored in an electronic format (including email) and also in paper format. We have a legitimate interest in processing your data during the Warranty process to ensure that we make and keep records of the process and allow us to manage the process effectively. We will keep your personal data in this regard until there is no longer a legitimate reason for doing so, unless you withdraw your consent. You are under no statutory or contractual obligation to provide your data to us. If you elect not to do so however, we will not be able to process your Warranty properly, if at all. Full details of how we collect, use, store and share your information can be seen at www.whitbyandco.co.uk/privacy-policy

Yes, I consent to my data being processed as outlined above

Date (d-mmm-yy)