

*(TS16949, ISO14001)*

***CUSTOMER RETURNS***

***All product returns/requested returns MUST be communicated to Brink UK Customer Service Centre in the first instance, and on immediate identification of a problem. You will be required to provide the following information:***

* **The Brink part number/product description**
* **The Brink invoice number to which the purchase applies**
* **The reason for return**
* **Other details which may become relevant depending on the reason for return**

***Brink Customer Service Centre contact details*:**

Phone number:- ***024 76355810*** E-mail:-***salesin.box@brink.eu***

***Returns Must:***

* Be packaged sufficiently to prevent items being lost or damaged during transit. Please note, our products are by nature heavy, awkward & contain smaller components/fixings which can sometimes escape parcels if packaging is not sufficient, please ensure that this will not happen during the returns process.
* Have the returns note issued by our Customer Service team affixed in such a way which ensures it will not become detached or damaged during transit
* Be available for collection by the carrier at the arranged time & place as communicated with our Customer Service Team

***What can be returned?***

* Goods agreed with the sales office.
* Goods pre-advised with the sales office.
* Warranty returns.
* Goods packaged correctly
* Packages with affixed Brink returns document

**On receipt of the package the goods will be checked & if the return is agreed a credit will be issued equal to the original, less any handling fees if applicable.**

***Handling Charges:***

All non warranty returns will be subject to a handling charge. Goods returned under warranty/shortages, which on inspection are judged not to be warranty/shortage items will then be handled as a basic stock return. Customers will be informed prior to any handling charge beingimposed. ***Please ask our Customer Service Team for current returns handling fees.***

***What cannot be returned?***

* Any goods ***NOT***  pre-advised with the Customer Service Centre.
* Any items that are incomplete.
* Products received without the ***Brink*** customer returns document.
* Products no longer in production ***(this does not apply to warranty returns***)***.***
* Products purchased as Special Orders.
* Products already fitted to a vehicle ***(missing items only).***
* Products which have been removed from one vehicle & fitted to another.
* Products inappropriately packaged.

***BRINK TOWING SYSTEMS***