



**Woodrolfe Road, Tollesbury, Maldon, Essex, CM9 8SE**  
**Tel: +44 (0)1621 869756 Fax: +44 (0)1621 868859 www.volspec.co.uk**  
**email: sales@volspec.co.uk**

Dear Customer

Thank you for placing your valued order with us.

We hope that you will be pleased with all your items and that each item has reached you in the same condition as it left us.

Your invoice/packing list is enclosed along with this letter highlighting our special offer for this month. If you have any questions or queries with any aspect of your order then we would be pleased to assist you.

Yours contacts are:

**Parts Sales**

Paul Jenkins

Martin Joslin

Andy Read

Paul Cutts

**New Engine Sales**

Robert Brammer

**Despatch**

Martin Joslin Taylor Sallery

**Customer Services**

Andy Read

Paul Jenkins

**Engine Service & Repair**

Pat Mott

Elizabeth Thomas

**Accounts**

Patricia Baynton

**Parts Returns**

Martin Joslin

The final inspection and packing of your order was carried out by \_\_\_\_\_

All goods are supplied in good faith as suitable for the intended application and on the understanding that some items may require the installation of or checking by a qualified technician or engineer.

Upon receipt all orders should be carefully checked for suitability, condition and quantity supplied. As part of our dispatch process orders are picked, checked, and packed by different people thus reducing the risk of errors. As such, we are not able to accept claims for damage or shortage's after a period of 3 days from receipt of order. Should you wish to return an item for credit you must follow the returns procedure as shown overleaf.

All goods supplied are covered by the manufacturer's warranty terms only. Warranty items must be returned to our base and may, at our discretion, be repaired, replaced or credited. If a replacement part is required before inspection has taken place then this may be chargeable. No extended warranty terms whatsoever are offered or implied. As we have no control over installation, claims cannot be accepted for consequential loss and/or damage to other equipment or personal injury / damage to any third party.

Should you need to return any item, please call our Sales department for a returns reference number and use the form on the reverse of this page. This does not affect your statutory rights and a copy of our full terms and conditions are available on request.

Should you need to return an item to us please follow this simple procedure.

Please call our Customer Services on 01621 869756 for a Returns Reference Number and write it below.

RRN \_\_\_\_\_ Date Returned \_\_\_\_/\_\_\_\_/\_\_\_\_ Return Method \_\_\_\_\_

You must have Return Reference Number (RRN). You will need to refer to this should you need to contact us regarding your return.

Ex-stock items are subject to a minimum 10% restocking / handling charge unless returned under Warranty or supplied in error. The original carriage charge remains payable unless it relates solely to items returned due to incorrect supply / late delivery.

Items are normally only accepted for return if they are in an as new, unused and undamaged condition and can be resold. Parts must be returned within 30 days from date of purchase.

Special Order items cannot be returned for credit unless authorised\*

Goods returned without a reference number will not be processed. They will be kept for a period of 90 days, after which they will be disposed of at our discretion.

**Refunds:** All refunds will be issued as per the original payment method, or credit note to be used against future orders.

This does not affect your statutory rights.

\*Should we decide to authorise a Special Order part to be accepted back for credit, a 25% handling charge will be applied and returns must be made within 30 days from date of purchase. Refunds may be on a 'Credit when Sold' basis.

Name: _____				
Contact Telephone Number: _____				
Returns Reference Number: _____			Date Returned: _____	
Items(s) returned: <b>Your invoice number must be included with this return as proof of purchase.</b> <b>We are unable to process your return without this information.</b>				
Qty	Part Number	Description	Reason for return. If warranty, please advise symptoms not just faulty.	Original Invoice Number

**Please complete this label then detach and affix to the parcel you are returning**

From: _____ Returns Ref. Number: _____ Date Sent: _____
Address: _____
Postcode: _____
<b>TO:</b> <b>VOLSPEC LTD</b> <b>WOODROLFE ROAD</b> <b>TOLLESBURY</b> <b>MALDON, ESSEX</b> <b>ENGLAND, CM9 8SE</b>