

www.daikin.co.uk



Requesting Goods Returns

Items within 10 days of invoice date only

For returns outside 10 days of invoice,
please contact your sales office

Issued January 2008.

Please contact the
Daikin Returns Team
between 9am and 5:30pm, Monday to Friday

Tel 0845 641 9150

Fax 0845 641 9159

Email returns@daikin.co.uk





Unwanted Goods

Daikin may accept unwanted goods provided they are boxed in the original packaging, in perfect condition and have not been used.

All returned items will be fully inspected by our technical engineers. If goods are returned and are not of satisfactory standard then Daikin reserve the right to decline the return. If the return is not fit for standard re-sale, then the customer will be subject to an increased restocking charge.

All returns will be subject to a **restocking / administration charge** of 20%, which will be applied to the final credit.

Returned Goods

All returns will be subject to a **collection charge**.

Returns exceeding the weight of 15kg will be classed as a pallet collection and charged at £90.

Consignments under the weight of 15kg will be collected by a parcel courier service and will be charged at £15.

If collection is attempted but is not possible and an additional collection date is given, then another collection debit will be placed on the account.

Damaged on Arrival

If you notice that goods are damaged upon receipt, please refuse delivery.

If you find that goods are damaged after they have been unpacked, please contact the Returns Team immediately.

Any alleged damage or discrepancy must be reported within 3 working days of delivery.

Request for Technical Assistance

Please contact our Technical Team on 0845 641 9200 to see how we may help.

Organising your Returns

Please complete a 'Request for Goods Returns' form.

Step 1

Download a 'Request for Goods Returns' form at www.daikin.co.uk

Step 2

Print and complete the form.

Step 3

Fax the completed form to **0845 641 9159**.

Please note returns will only be considered within 10 days of invoice date.

Returns for chillers and made to order units will not be accepted.