

Returns Procedures

Routeco has followed up its commitment to listen to its customers by making it easier to return products purchased in error and offering a full refund.

The main requirements are that goods must be in a resalable condition with seals intact and no markings on the packaging.

You must complete the on-line form that will be sent to you within 14 days and tick to confirm that you accept the conditions of return, including charges if applied. Once we are in receipt of the completed form you will be issued with a **RN number** – this will be quoted on the form when it is returned to you.

The RN number does not mean that the product will be accepted, as all returns are subject to inspection.

Where the return is due to a Routeco / Routeco supplier error, items will be collected for inspection via courier or your local branch.

Where the item has been ordered incorrectly by yourselves, or is surplus to your requirements, you must arrange for the items to be returned to the Customer Service Department at the address detailed below within 14 working days.

PLEASE USE ADDITIONAL PACKAGING TO AVOID DEFACING ORIGINAL.

Customer Services Department
Routeco Limited
Davy Avenue
Knowlhill
Milton Keynes
MK5 8HJ

Where handling charges are applicable, a minimum 20% of the sales value will be applied, but we reserve the right to increase this charge depending on the condition of the product and any increase placed on Routeco by the manufacturer/supplier.

Items will NOT be accepted where:-

The original packaging has been destroyed, damaged or defaced.

Factory seals have been broken or the product installed.

The items are classed as non-stock either by Routeco or their suppliers, together with those marked “^” on the original sales invoice or delivery note.

Items returned without an authorisation number as they will be rejected and returned to you immediately.

Routeco reserve the right to return to you any items that are found to be in any way contrary to the details supplied.

NPSR – (New Product Satisfaction Return) Rockwell product only (Faulty)

For Rockwell products that have been delivered “Dead on Arrival or faulty within 24 hours”, - our local branch will send you an automated form via email for completion. Routeco will arrange the replacement item and collection of the faulty part.

You must complete the on line form that will be sent to you via the branch within 14 days and tick to confirm that you accept the conditions of return.

Please make sure that all information is correct for delivery of replacement and collection addresses.

You can also notify your local branch of any special requirements i.e. Closing times, specific contact details.

Warranty – Rockwell (faulty)

For Rockwell product where the item is faulty within Warranty, but outside the initial 24 hours of operation, our local branch will send you the Rockwell warranty paperwork and proof of purchase. The completed paperwork should then be sent direct to Rockwell together with the proof of purchase. Please note that a purchase order number will be required to cover non-return of goods. Replacements will be delivered by Rockwell and they will arrange collection of the faulty product.

Faulty products – other suppliers

In the first instance you should contact your local branch to initiate the return, there are a varied number of suppliers and they have differing parameters.