



## PRODUCT RETURN FORM

At Barber DTS we go to every effort to ensure that all products sold are of the highest quality at the lowest price. For this reason, we operate within the BSI British and European Standards BS EN ISO 9001:2015. Despite this, we understand that not all products delivered meet the high standards both you the customer and ourselves expect.

In the event of you wanting to return a product to us please contact the sales team first on **0114 257 6022** or via email to **[returns@barberdts.co.uk](mailto:returns@barberdts.co.uk)** and they will be happy to advise you.  
Also please include this returns form completed to help us provide you with a speedy resolution to your issue.

Order Number	_____	Date Ordered	_____
Contact Name	_____	Name of Studio	_____
Contact Number	_____	Post Code	_____

Product Number	Name of Product	Quantity	Returned for Refund/Exchange?

### Reasons for Return

#### Terms and Conditions of Failed Items Returns Policy:

- Certain items may require you contacting the supplier directly to resolve the fault.
- Any returnable items must be packed to arrive with us safely.
- All returns are advised to be sent by an insured, trackable delivery service.
- All returns must have a completed **Returns Form**.
- If the returned product has no fault upon testing, you will be asked to pay for a delivery charge (or collect in person) before we are able to return the product.
- Certain products may need to be returned to the manufacturer for repair. The lead time on this can vary depending on product and fault.
- If any items are out of warranty you will be advised of the repair cost and carriage cost before we proceed.

#### Terms and Conditions of Returns:

- Notification to us of intent to return must be made within 14 days of receipt.
- All returns are advised to be sent by an insured, trackable delivery service.
- Products must be in the unused condition that you received them and in the original box and packaging.
- We may ask for images of the damage before issuing a refund or replacement.
- We may also ask for return of the goods before issuing a refund or replacement.
- All returns must have a completed **Returns Form**.

Please complete this form and return to **[returns@barberdts.co.uk](mailto:returns@barberdts.co.uk)**

Barber DTS, Unit 25 Shortwood Court, Shortwood Business Park, Dearne Valley Parkway, Barnsley, S74 9LH