

# Palm Returns form

customer returns form 10/13



Returns Department, Palm Equipment International Ltd, Kenn Business Park, Kenn Road, Clevedon, North Somerset, BS21 6TH, UK

NAME

EMAIL

TEL / MOB

ADDRESS

CITY

COUNTY

POST CODE

COUNTRY

**WARRANTY** – Our products are guaranteed for 12 months from purchase. The guarantee is for the original consumer purchaser against defects in material and workmanship. If a product is found defective during the first 12 months due to a manufacturing failure, Palm Equipment will repair or replace at our option the defective part.

**NON-WARRANTY REPAIRS** – Normal wear or damage resulting from abuse, alterations or unauthorised repair, are not covered by warranty. Neither are latex seals and fabric socks after you've worn the garment, since they are easily damaged in use.

**WHAT NEXT?** – After you return your gear to us, our returns department will check over the item and your warranty and contact you if there will be a charge or to discuss repair.

**NEW SEALS, ALTERATIONS AND CUSTOM GEAR** – We can also alter and customise new or used gear, including: replacing neoprene gaskets on our pants and suits with waterproof socks (and vice versa) and a custom cagdeck service.

**WHAT WILL IT COST?** – You pay to send your item to us. If it's covered by our warranty we will pay to send it back to you. Prices for standard services and repairs are listed on the following page. For other repairs and alterations, please give us a call and we will estimate of the costs of the repair.

**HOW LONG WILL IT TAKE?** – We try to repair and return all items within 14 days; please make allowances for busy periods.

PRODUCT NAME

COLOUR

SIZE

PURCHASED ON / /

### ORDER A STANDARD SERVICE OR CUSTOMISATION

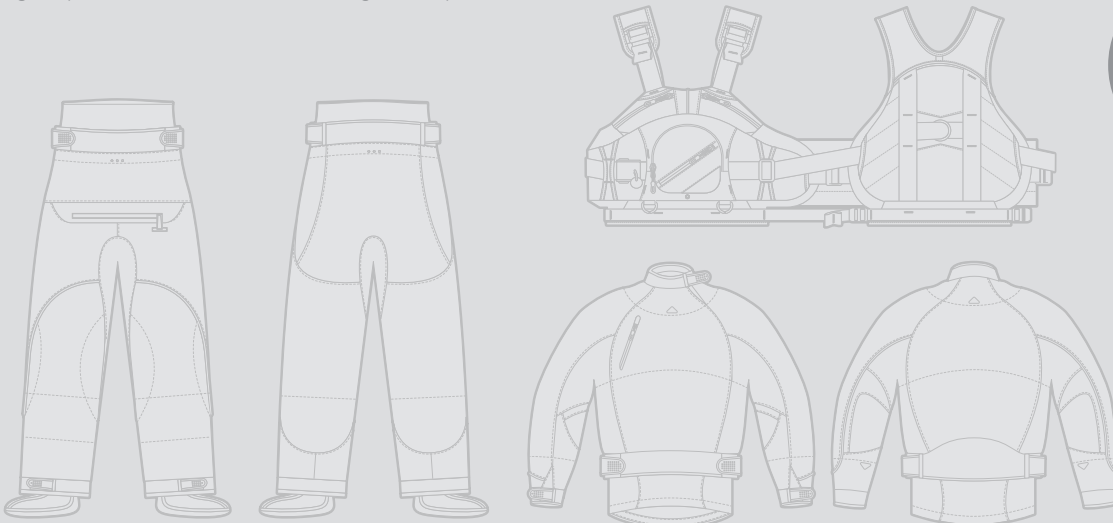
- Latex neck seal £25.00
- Latex wrist seal £14.00 each
- Neck & wrist deal £50.00
- Latex ankle seal £15.00 each
- Sock replacement £20.00 each
- Neoprene gasket £25.00 each
- Zip replacement POA
- Water test £20.00
- Cagdeck £???.??
- Other repairs POA (eg replacement panel)
- UK postage £6.95
- Post outside UK POA
- Return with next delivery

Please make cheques payable to 'Palm Equipment International Ltd' or we will contact you for debit card or provide BACS details.

**REASON FOR RETURN** What would you like done? Where is your gear damaged? (You can mark the areas on the diagrams too)

Please send one form for every item you want checked out

You might also point out the affected area with sticky tape or chalk



The shop you bought from should be able to help with this return for you

Latex seals and fabric socks aren't guaranteed, since they are easily damaged in use

- CHECKLIST**
- Item is clean and dry
  - Contact details
  - Described reasons for return
  - Copy of original receipt (for warranty claims)

DATE / /

SIGNATURE