

Returning Goods Damaged in Transit

You must report to Normans any goods that are either damaged on arrival or not what was ordered within **48 hours** of receipt.

Receiving Goods by Courier

If you receive goods by courier you should not sign for the consignment unless you have completely checked the entire contents of your delivery. You should instead sign the package "**Unchecked**".

If the consignment's packaging is in any way damaged you should review the goods delivered in detail and (if applicable) sign for the package "**Damaged**".

Notifying Normans of Problems with Deliveries

You must notify us of any problems with a consignment within **48 hours** of receipt.

When contacting us it would be useful if you could have at hand the delivery note attached to the parcel – which states your account number and delivery note details. You can contact our Customer Support Team on 0845 688 0422.

Returning Goods and Receiving Replacements

Goods Received by Courier

We will arrange our courier (City-Link) to pick up the original goods and at the same time (where possible) deliver replacements.

Please package the original consignment following the instructions below and advise us of a convenient location and day for the goods to be exchanged.

Packaging Goods for Return by Couriers

Please follow the following instructions when returning goods to us via couriers.

- Print off our Goods Return Sheet, filling this in with as much detail as possible
- Repackage the goods in their original packaging, removing original customer label
- You do not have to put an address label on the package – the courier will do this when they collect

Please note it is imperative that you package your instrument adequately as we will not accept liability for additional damage caused in transit due to poor packaging. Our courier may also refuse badly packaged goods. We will attempt collection once at our expense but if this fails due to bad packaging, customers not being in or any other problem beyond our control, you will be charged for any subsequent collection attempts. Alternatively, it would be your responsibility to return the goods to us in a satisfactory condition.

City-Link deliver/pick up between **9am and 5.30pm** on the scheduled day so you need to specify a location where there will be someone present during these hours.

When the courier delivers the replacement goods, follow the procedure for receiving goods from couriers (above) and then give them your re-packaged original consignment for return to Normans.

Goods Received by Mail

If you originally received your goods in the post we will send your replacements by mail together with a "freepost" address sticker for you to return the damaged goods to us at no cost.

Please send the original damaged goods back to us sealed up in the packaging the replacement goods were delivered in. Attach our "freepost" address sticker on the package and put in the post.

Additional Information

If you require any additional information on this procedure please contact our Customer Support Team:

Telephone: 0845 688 0422

E-Mail: support@normans.co.uk