



# Returns Policy

## Alpha's policy on return of surplus goods

We are happy to credit any unused, surplus goods as long as they are undamaged, in their original packaging and within 28 days of purchase.

Either phone 01622 831836, fax 01622 832488 or email [returns@alphawholesale.co.uk](mailto:returns@alphawholesale.co.uk) and request a returns note form. Please complete the form and send it back to us so we can arrange a collection. The standard 20% re-stocking charge and collection cost will be applied to the credit note.

Please allow 28 days for the credit note to be raised.

## Alpha's policy on return of damaged goods

As with every courier service, sometimes goods are damaged in transit. We would like to remind you that any damaged goods which are not signed for 'damaged' cannot be returned for credit and we must also be notified within 24 hours.

On some occasions you may be requested to send photographs of the damaged goods.

Either phone 01622 831836, fax 01622 832488 or email [returns@alphawholesale.co.uk](mailto:returns@alphawholesale.co.uk) and request a returns note form. Please complete the form and send it back to us so we can arrange a collection.

Please allow 28 days for the credit note to be raised.

Goods sent back by carriers are at the customer's risk.

## Alpha's policy on return of goods under warranty

In order for any goods to be returned for repairing or crediting under warranty, a returns request form must first be filled out, signed and returned to us. Serial numbers are essential for us to be able to gauge whether the items are still under warranty. As long as they are still covered by warranty, we will arrange for them to be collected FOC. Once we have received these back, we will return them to our supplier.

If our supplier repairs and returns them to us, we will send them back to you. Alternatively, if our supplier raises a credit note, we will also raise a credit note.

However, should the supplier deem that damage was caused by maltreatment of any sort, at our discretion a credit note may not be raised. In this situation, if you wish repairs to be carried out we will raise a quote for this work and, subject to you accepting this, you will be charged for the repair work. If, however, you do not wish repair work to be carried out, we will return the items to you at your expense.

Please be aware that you may have to wait several weeks for any of these possibilities to be carried out. However, we will keep you updated on progress.