



RETURNS FORM Iss2

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Please follow the steps below for returning your item(s) to us:

1. Complete the returns form below; if the item is faulty please provide as much detail as possible. Including, if possible, video footage.
2. Repackage the item(s) securely and enclose the returns form.
3. If you are returning item(s) for a refund then the goods MUST be returned in a re-sellable condition, complete with all accessories and packaging.
4. We recommend you return your goods via special delivery or courier service and obtain proof of postage as we cannot be held accountable for any undelivered goods.
5. Please send your parcel to the address at the top of this form.

NOTE: Returned item(s) may be subject to a 15% (RRP) charge. Please see Returns Policy for full details.

ORDER NUMBER	
NAME	
ADDRESS	
TELEPHONE NUMBER	
EMAIL ADDRESS	
WHERE /WHEN PURCHASED	

Action Requested (Please tick box)

	REFUND		FAULTY / REPAIR		EXCHANGE
REASON FOR RETURN					
FOR TECHNICAL ISSUES / REPAIR WORK PLEASE COMPLETE SECTION OVERLEAF					

OFFICE USE ONLY	
AUTHORISED BY	DATE

RETURNS POLICY

Subject to clause 3 of our Terms and Conditions, Jenvey may at its sole discretion refund the Customer the price of any unused standard Goods less 15% to account for Jenvey's administration and delivery costs, provided that the unused Goods are returned to Jenvey within 30 days of delivery at the Customer's expense and the Goods are in the same condition as they were on delivery to the Customer. Jenvey may at its sole discretion refund to the Customer the price of any Goods manufactured to the bespoke specifications of the Customer less a minimum of 15% to account for Jenvey's administration and delivery costs, provided that the unused Goods are returned to Jenvey within 30 days of delivery at the Customer's expense and the Goods are in the same condition as they were on delivery to the Customer.

TECHNICAL INFORMATION FOR RETURNS

If you are returning a part due to a technical issue, please complete as much of the below as possible to assist us in promptly returning your parts.

Describe the fault:

Did the fault develop after fitting bodies to your car? If so, how many miles / hours?

Have any parts been modified? If so, please give details:

Is the fault occurring constantly, or only when engine is hot etc.?

Any other details: