



## Product Return form

In order for us to deal with product returns, Jeray (Sales) Ltd requires all customers to complete section 1 of this form. Please enclose a copy of this form with the product you are returning along with a copy of your original invoice, receipt or order confirmation. Please also email both documents to [info@iceappliance.com](mailto:info@iceappliance.com).

Jeray (Sales) Ltd offer 12 month return to base warranty on all Ice Appliance products. If faulty, please report to us before sending the product back. When sending products back please ensure that it is well packaged in a suitable box with plenty of cushioning to avoid damage in transport. All compressor powered machines will need to be placed in a box upright with clear instructions on the outer box "THIS WAY UP" and "FRAGILE". (Easy to organise courier services can be found at [www.interparcel.com](http://www.interparcel.com)).

It is important to ensure that your machine is both clean and dry before you send it. The return to base warranty is for parts and labour and will only cover machines that have been used according to the manufacturer's instructions. If a machine is returned and shows obvious signs of misuse or neglect it will invalidate the warranty.

If you are paying for an out of warranty service to your machine please enclose a payment cheque for £42.50 made out to Jeray "(Sales) Ltd" with this form.

Any questions please do not hesitate to contact us – [info@iceappliance.com](mailto:info@iceappliance.com)

### Section 1) To be completed by customer

Product Name	<input type="text"/>		
Purchase Date	<input type="text"/>		
Vendor	<input type="text"/>		
Vendor Ref	<input type="text"/>	Or	Invoice No. <input type="text"/>
Customer Name	<input type="text"/>		
Address	<input type="text"/>		
Telephone Number	<input type="text"/>		
Email Address	<input type="text"/>		
Return Reason	<input type="text"/>	Date Reported	<input type="text"/>
		Date Received (To be completed by Jeray)	<input type="text"/>

### Section 2) To be completed by engineer

Engineers Notes	<input type="text"/>	Date Returned	<input type="text"/>
		Product Rating (A, B, C, D, Z)	<input type="text"/>

### Section 3) To be completed by Jeray (Sales) Ltd

Ice Appliance Notes	<input type="text"/>	Replacement Ship Date	<input type="text"/>
		Refund Date & Method	<input type="text"/>

RETURN REF