

LUTEC Goods Return Procedure

- Customer will need to request a GRN (Goods Return Number/form) from the sales Office via email sales@lutecuk.com

Any goods received without a goods return note attached, will not be accepted and will be returned to the customer at their cost.

- Once you have been provided with a Goods Return form, you be required to fill in all areas of the form, with a brief description of the reason for the return, and enclose this with the returning item(s)

- A label for the returns department address will also be supplied, this will have your own unique reference number which coincides with the GRN. Please then we ask that you post back to the address on the label.

- On receipt of the goods, they will be inspected to check for the fault, if agreed to be faulty your account will be credited along with the carriage charge for sending back to us.