Please complete this form and return it with any item that you post to us, in some cases you may be asked to provide the information in this form by email or through the support system. Please do not post items unless they have been specifically requested as there may be a charge for returning them to you.

Please complete and return this form to assist our service department.

|  |  |
| --- | --- |
| CUSTOMER  NAME  ADDRESS  POSTCODE |  |
| TICKET NUMBER |  |
| PHONE |  |
| EMAIL |  |
| PRODUCT/S RETURNED  (please include product code eg LT2) |  |
| WHERE PURCHASED  (Trading name) |  |
| WHEN PURCHASED |  |
| RECEIPT or INVOICE# |  |
| SERIAL# |  |
| FAULT |  |
| Conditions:  The customer will be liable for all postage costs. Where a manufacturing fault is found CEL may provide compensation for these costs at their discretion. In cases with no valid warranty claim postage/service costs may be charged to the customer. Items may be disposed of to recover outstanding postage costs. CEL will bear no responsibility for items that are lost or damaged in transit to us.    Only return items if they are specifically requested, CEL will not compensate for the loss of, or additional charges incurred by, items that have not been requested.    CEL Service  Unit 3  Harbourmead  Harbour Road Trading Estate  Portishead  North Somerset  BS20 7AY    +44 (0) 8453889769 | |