



E. P.BARRUS LTD.

Launton Road,
Bicester
Oxon. OX26 4UR
Tel: 01869 363636
Fax: 01869 363660
www.barrus.co.uk

Customer Satisfaction Guaranteed

Seven day money back guarantee

As a company committed to complete customer satisfaction, we pride ourselves on our reputation for quality and service. We offer seven day money back guarantee on every product we sell, to ensure that you have peace of mind and are happy with your purchase.

Refunds & Returns Policy

We want you to be pleased with your purchase. However should you wish to return an item purchased from us, we will be happy to refund or exchange a product provided the item complies with our terms below.

You have the right to cancel your order within 7 working days from delivery. You must notify us in writing (including fax or e-mail) within seven days (starting on the day after the goods are delivered to you) to arrange their return. A returns notification number will be issued which you must include when returning the goods.

You must organise the return of the unwanted items at your expense and risk. Where possible please use a recorded delivery service where a signature must be obtained to avoid delay and loss of your parcel. Returns cannot be accepted without the prior authorisation and an issued returns notification number. The returns authorisation is valid for up to 14 days only. Unwanted items sent back without prior returns authorisation will be returned back to you.

The goods must be returned to us unused, and wherever possible, in the original packaging. We recommend that you retain all of the original packaging until you are sure that you intend to keep the goods. If the original packaging is not available, you should use packaging that would provide similar protection as returned items must be received 'as new' and in re-saleable condition. Please note: Original delivery costs will be refunded only if the item is faulty, damaged in delivery or if it differs in any way from the advertised goods. Returned parcels remain the responsibility of the customer until safely received by us. The Company does not pay 'return' carriage unless an item is faulty, or it differs in any way from the advertised goods.

The address for notification of a return and/or the returns address is the following:

F.A.O. The Returns Department

E P Barrus Ltd

Launton Road

Bicester

OX26 4UR

Telephone No: 01869 363636 (ask for CTEK sales)

Fax No: 01869 363616

E-mail address: ctek.returns@barrus.co.uk

It is our aim to process returns and refunds as quickly as possible and in all circumstances customers will be refunded within 30 days.

Faulty Goods

All products are guaranteed. If any item is found to be faulty please contact our customer services team on the above phone number immediately. We may then offer you an exchange or a monetary refund dependant on the nature of the problem. The CTEK battery charger is supplied with a 5 year warranty.

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Complaints

Barrus has achieved the highest quality standard in the commercial world, ISO 9001:2000, however on the rare occasion that we do receive a complaint about one of our products or service, you can be assured that we will thoroughly investigate the



Registered to BS EN ISO 9001 Certificate No. 21951
Registered in London 148476.



problem and make every attempt to resolve the issue to your satisfaction. Ideally complaints should be made in writing and sent to the address above. Please allow at least 5 working days for a response.