

RETURNS NOTE:

Should it be necessary to return any item, please complete the form below and enclose it with the item

Name:.....

Address:.....

Contact number:.....

Item Purchased from:..... **Date of Purchase** / /

In order to process your returned item, we will require Proof of Purchase by way of a receipt, Order or Invoice Number. (Photocopy will be accepted).

Qty	Product Returned	Reason for Return

Type of cover taken out: (Please tick) Bronze_____ Gold_____ Rcd back:___/___/___

In accordance with our returns policy/guarantee please return damaged item(s)to:

**Powerhouse Golf, 96 Rochdale Road,
Middleton, M24 2QA**

NOTE: The goods remain the responsibility of the customer until accepted and signed for by Ideas Solutions (Retail) Ltd. The Customer will be responsible for any damage caused during transit

Powerhouse Golf Returns Policy

Powerhouse Golf, strive to provide complete customer satisfaction with all our goods and services. If for any reason you are unhappy with a product purchased from Powerhouse Golf, you are welcome to return it in exchange for a refund should the product be in its original unused condition (Terms and Conditions Apply). All returns must be accompanied by a "Returns Note" (see below) and proof of purchase by way of a receipt, order number or invoice number - photocopies accepted.

Breakdowns, Service and repairs.

If you have a bulky or expensive item that you would like to return for servicing or following a breakdown etc. Please see the detail below for preparation details. We can arrange, on your behalf an outside carrier to make collection and return if necessary.

Depending on the level of cover you opted for at the point of purchase "Gold Cover " Bronze Cover" will depend whether this service is chargeable. See "Warranties" for details. To use this service, it will be necessary to contact us to book in your return and obtain a "**JOB NUMBER**"

From that point, we will deal with everything else.

Returning a Single item by carrier.

1. Pack the item in an appropriate size box.
2. Include all items relating to the failure with the item wherever possible.
3. Include "Returns note" inside the box.

Returning a Complete Golf Buggy by carrier.

Please make sure:

1. The batteries are disconnected.
2. The front basket is removed. (if applicable)
3. The rear stabilizers wheels, front bull bar, rear golf bag carrier and seat are removed. (if applicable) or not directly connected with the problem.
4. The steering wheel or steering arm is folded down.
5. The key is securely fastened to a prominent position on the buggy that will not be lost during transit.
6. Remove mudguards where possible, (not posts), (If applicable).
7. Any items that have been custom fitted by yourself, must also be removed prior to collected.
8. If the buggy is being returned due to power failure or battery issue, make sure the charger is also returned.

Returning a Complete Golf Trolley by carrier

1. Make sure all of the trolley is covered. The carrier will not accept the item if any bare metal is showing.
2. Pack the trolley securely using any means possible. If the fault is power related include the battery and charger. If the problem relates to something else, it may not be necessary to return the battery, please ask if unsure.

Returning a Battery(s) by carrier

1. Make sure the batteries are wrapped and no part of the battery is visible.
2. If the battery(s) is being returned due to power failure, please also return the charger.

Customer notice:

For items being returned where Powerhouse Golf has arranged carrier, the company will not accept responsibility for lost or broken parts whilst in carriage.

The carrier is an outside company. Any issues resulting in damage or loss must be dealt with directly by yourself and the carrier. No guarantee cover or financial loss is given or implied with this 3rd party collection service.