



## CUSTOMER RETURNS PROCEDURE

This procedure is designed to ensure that Customer Returns are processed to specified standards by ensuring that the required information is available to process the return and thus issue the Credit Note (if applicable) quickly and accurately.

### Requesting a Return

To obtain authorisation to return goods to Morris Lubricants you will need to contact the following department either by telephone or e-mail for a Collection Note to be raised:-

Department	Telephone	E-mail address
Customer Service	01743 237545	returns@morris-lubricants.co.uk

To enable your return request to be processed we will need the following information:-

- Product code, batch number and quantity of goods to be returned.
- Sales order number or the sales invoice number that the goods to be returned were despatched against.
- Reason why the goods are being returned.

We will then raise a Collection Note.

Morris Lubricants' Transport Department will arrange for the goods to be collected from your premises as soon as we have a vehicle in your area, or failing that via a carrier.

If the return is via our own transport the driver will bring the relevant Collection Note with him. He will sign and date it and leave a copy with you. Please retain this as proof of return.

**Please note that Morris Lubricants haulage or any of its appointed carriers will not collect any goods without a valid Collection Note.**

**Continued...**



TRADITION IN EXCELLENCE SINCE 1869

Morris Lubricants, 38 - 41 Castle Foregate, Shrewsbury, SY1 2EL  
T: +44 (0)1743 232200 | F: +44 (0)1743 353584 | www.morrislubricants.co.uk

Morris Lubricants is a division of Paterson Enterprises Limited, Shrewsbury. VAT Registration No. 838420327. Registered in England and Wales No. 4930959.

## Packing

To prevent damage to goods being returned, they must be packed to the same standard in which they were received.

## Empty Barrels & IBCs

As part of a change to our processes, empty barrels and IBCs will no longer be collected from customers.

Empty barrels will cease to be collected with immediate effect.

Where you have previously been charged a deposit on an IBC, you have up until the 31<sup>st</sup> July 2023 to return it and receive a refund for the deposit. Any exception to this timeline will need to be approved by the 31<sup>st</sup> July 2023 (i.e., usage dictates that it won't be used within this timeline). Returns of IBCs and credit of deposits will not be honoured thereafter.

## Refunds

If the goods you are returning qualify for credit, we will endeavour to raise a Credit Note within ten working days of the goods arriving at Morris Lubricants, Shrewsbury, provided they are accompanied by all the necessary documentation. If goods are returned as surplus to your requirements and are not faulty on receipt by Morris Lubricants, an appropriate handling charge will be deducted from the Credit Note value.

Please note, made to order products (such as some own brand or speciality grades) will be subject to a handling charge of 80% - this will be detailed on your order acknowledgement. This is to take account of the rework involved in decanting in addition to the additional packaging and waste.

Failed bulk deliveries will be charged at 20 pence per litre, with a minimum charge of £100.

## Timescales for Claims

Reasons for return	Timescale
Faulty goods	Notify Morris Lubricants within 48 hours of receipt of goods.
Damaged in transit	Notify Morris Lubricants within 48 hours of receipt of goods. Goods should not be signed for on delivery until checked.
Surplus	Subject to agreement only. Goods over three months old from date of order will not be accepted.