

Warranty claim Chargeable repair

If our support team have asked you to return your unit, please complete this form and dispatch with your controller. ALL returns require this form to be completed.

Prior to returning please ensure you have raised a support ticket.

Full name & address

Postcode:

Email address:

Mobile telephone number:

Date of purchase:

(please include proof of purchase for warranty claims)

Support ticket number:

Please **FULLY** describe the issue you are experiencing:

  

When returning the unit ensure that you securely pack the item and send by an insured **SIGNED FOR SERVICE**. **If returning from out with the UK ENSURE that you declare on customs paperwork that this is a repair and not sale of goods. We will not be liable for any import charges.**

We aim to return repaired items within 7-14 days from receipt. We do not accept any liability for items damaged in shipping. If chargeable works are required we will provide an estimate for approval prior to commencing works.

Returns that are **no fault found** will be charged £6.99 return postage.

Re flashing of firmware after an unauthorised factory reset is CHARGEABLE @ £19.50 Plus £6.99 P&P

Detach and add to your parcel

CUSTOMER RETURN / REPAIR

ACLS MOTORHOME & MARINE
158C Wellington Lane
Heathhall Industrial Est
Dumfries
DG1 3PH

Sender name & address

Postcode:

Contact No:

Receiver will not accept liability for import custom charges