

Goods Returns Procedure

- Go to www.goldenc.com/returns to complete our online RMA Request Form.
- Complete the form in full, providing as much detail as possible to support your request.
- Incomplete forms or those missing critical information, will be returned to you. Your case will only be progressed once we receive the supplementary information.
- Upon acceptance of your case, you will be allocated an RMA reference.
 - **For product failures:**
 - ◇ You will initially be contacted by our Technical Team.
 - ◇ They will determine the most suitable course of action to ensure that your product is repaired as quickly as possible.
 - ◇ If this means that your product needs to be returned to us, then our Technical Team will email you the RMA case reference together with a copy of your completed RMA Form, for enclosing with your goods.
 - **For all other product returns:**
 - ◇ Our Customer services Team will email you the RMA Case reference together with a copy of your completed RMA Request Form, for enclosing with your goods.

Packing Requirements (Faulty & Incorrectly Supplied Products)

- The original outer and inner packaging should be utilised if possible, to ensure that the item does not get damaged in transit. If this packaging is no longer available then a suitable alternative should be used (e.g.) heavy and high value items such as pumps, must be packaged in a heavy-duty cardboard box surrounded by suitable packing material.
- Items which you received palletised must be palletised for return shipping.
- Equipment which contained water (i.e.) pumps, filters and steam generators must be completely drained prior to packing, as water left in the item can leak out during transit, rendering the packaging useless.
- Products such as pumps must be cleared of debris/dirt prior to return.

Please note: Damage incurred during transit due to incorrect or insufficient packaging may result in additional repair costs or equipment being written off. These costs will not be covered by Golden Coast.

Packing Requirements (Other)

For products you would like to return for credit, which are not due to failure or incorrect supply:

- You must complete the RMA request form and return the goods to us within 30 days from date of purchase.
- The goods must be returned unused and in their original packaging.
- If upon inspection the goods are found to be in an unsatisfactory condition (i.e.) damaged or parts/manuals missing, we will notify you by email of the details and provide the following options:
 - ◇ Opportunity to return the missing parts within 5 working days, so that we can process your credit.
 - ◇ Your Instruction to return the goods to you at your expense.
 - ◇ Your instruction to scrap the goods.

If we do not receive your response within 5 working days, the goods will be automatically scrapped and your RMA case closed.

Exclusions

We will not accept the following products for return:

- Non stocked special-order items
- Items subject to batch manufacturing
- Perishable goods

For more information refer to 9. Guarantee and Limitation of Liability in our Terms and Conditions.