Returns Instructions:

Returns Policy

Goods may be returned for a full refund within 30 days of receipt without query. We cannot, however, refund or exchange goods which have been damaged after acceptance, books, charts, software (if unsealed) or goods which have been personalised or made to order such as rigging, cut and/or spliced lengths of rope, chain & wire. For goods purchased in store, these must be returned as new and in their original packaging. Where goods made via mail order or on our website are being returned, we kindly advise you to return items with the original packaging where possible. When returning goods please obtain and retain proof of carriage. To speed up the credit of returned items please complete the form found on the rear of the original delivery note.

To enable the smooth processing of returns, we kindly advise that before returning any goods you call us on 01463 229400 or contact sales@gaelforce.net to obtain a "Returns Code", then fill out the details below using the code along with our details and your reason for returning the goods. By doing following this process, your return will be processed quicker.

For items delivered which have arrived damaged or faulty, Gael Force Marine will arrange uplift. Any damages or shortages must be reported to us within 3 days of receiving the consignment. The goods shall be replaced or credited upon satisfactory inspection at our premises. Products under warranty may be returned to us for repair or replacement subject to the original manufacturer's terms. Your statutory rights are unaffected.

Please note that in all cases of returned goods we are unable to supply alternative products for temporary use whilst items are being returned or assessed under warranty.

Your Right to Cancel

Your right to cancel an order for goods ends 14 days after you receive your goods. To cancel, you must inform us in a durable medium – for example, by post or email. You must also return the product(s) to us at your own cost. You are legally obliged to ensure that the product(s) are returned to us in the same condition as sent by us. If not, we reserve the right to refuse acceptance of the product(s).

Returns should be addressed to:
Returns Department
Gael Force Marine Equipment Ltd
136 Anderson Street
Inverness
IV3 8DH

Return Code:			
Part Number	**Return Quantity**	**Reason**	**Internal Action**

Reason Code:		**Internal Code:**	
Goods damaged	A	Replaced	1
Faulty goods	B	Refunded	2
Goods no longer required	C	Exchanged	3
Wrong sizes ordered	D	Warranty	4
Customer ordering error	E		
Goods not ordered	F		
Wrong goods sent	G		