



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

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

**Powerhouse Golf, 96-100 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 Procedure

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" and proof of purchase by way of a receipt, order number or invoice number - photocopies accepted.

## Preparation

Whichever service you opt for, it is necessary to prepare your item as follows:

Returning a Single item.

1. Make sure the weight does not exceed the service you had purchased
2. Pack the item in an appropriate size box.
3. Include all items relating to the failure with the item wherever possible.
4. Include "Returns note" inside the box.

Returning a Complete Golf Trolley

1. Make sure the weight does not exceed the service you had purchased
2. Make sure all of the trolley is covered. The carrier will not accept the item if any bare metal is showing.
3. 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

1. Make sure the battery(s) 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.

Returning a Complete Golf Buggy.

Please make sure of the following:

1. The batteries are disconnected. (Remove if not needed to be returned)
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 paddles, (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.

## **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 transit.

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.