

Returns Procedure

Should it be necessary to return equipment to us for repair, it is ESSENTIAL that you provide the following information:-

1. Please phone on 020 8539 4188 or email the returns department on returns@capella.co.uk
2. Give following details;
 - Customer Name and Company Name
 - Original Purchase Order and Date Ordered
 - Capella Invoice number and Date
 - Method / Mode to be used for returns transportation (Couriers Name)
 - Product Code (Begins with JSxxx)
 - Product Description
 - Quantity returned
 - Reason for Return
 - Your Contact details; e.g. Name, Telephone / Fax number and email address.

You will be then given a Returns Note number which MUST be quoted in all communications.

Without a Returns Number, we will not entertain any communication.