

# Returns Form

Please fill out all sections (except the grey area)

<p><b>Order Number</b> (Please enter your order number)</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>
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**USE YOUR ORDER REFERENCE NUMBER FOR ALL COMMUNICATIONS**

<b>Today's Date:</b>	
<b>Full Name:</b>	
<b>Invoice Address</b> <small>(Including postcode)</small>	
<b>Date Order Delivered:</b>	

Product Reference	Description	Quantity

<p><b>Reason for return</b> <small>In order to qualify for a refund, a detailed explanation must be given. If faulty, the fault also needs to be described in detail.</small></p>	
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<b>Date Collected:</b>	
<b>Collected By:</b>	

<p>Date order returned: ___ / ___ / _____</p> <p style="text-align: right;">OFFICE USE ONLY</p> <p style="text-align: center;"> <input type="checkbox"/> Stock               <input type="checkbox"/> Scrap               <input type="checkbox"/> Other               <input style="width: 100px;" type="text"/> </p>
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If the goods being returned are not faulty, to qualify for a refund the goods must be returned unused, in good re-saleable condition including original undamaged packaging and with the original delivery note. If you cannot find any other item that you would like we will refund you for the item less the actual delivery cost and handling charge. www.heatandplumb.com reserves the right to refuse any refund if the returned goods do not meet these conditions. We advise you to take out insurance for the return delivery, as items not received in re-saleable condition will not be eligible for either an exchange or refund.