



# Returns Form

----- Print this return form, Fill out and enclose in the package -----

**REMEMBER** It is the responsibility of the customer to ensure the goods are packaged for transport. Insufficient packaging resulting in the product being damaged will be the responsibility of the customer.

Item Code	Item Description	Return Qty	Reason Code <b>1</b>	Action Code <b>2</b>

<b>1 – Reason for return codes</b>	<b>2 – Action codes</b>
1 – Changed my mind 2 – Wrong item ordered 3 – Item not as described 4 – Quality not as expected 5 – Arrived damaged 6 – Defective (please explain below) 7 – Wrong item sent	A – Refund purchases original form of payment inc delivery B – Refund purchases original form of payment excluding delivery C – Partial refund (please state amount and why below) D – Replace item with the same product

<b>Comments</b>	<b>Customer Name and address (MUST BE FILLED IN)</b>
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.....	.....
.....	.....
.....	.....

**The 2 fields below must be completed in order to make your refund**

**Online claim number** ..... (If applicable)  
**Invoice Number** ..... (Found on your delivery note/Invoice in the top right hand corner)

----- **WAREHOUSE USE ONLY** -----

Staff ID/Name .....

Return Date ...../...../.....

Item Condition .....

Item restocked Yes / No

If not restocked why? .....

Item has minor damage Yes / No If yes, was is it as described above.....

Item needs part replacing Yes / No If yes what .....

Item written off Yes / No If yes must be authorised by your line manager

**THIS FORM MUST BE RETURNED TO THE ACCOUNTS OFFICE ONCE DULY COMPLETED**

----- Fill out and attach to the outside of the each box -----

FROM: ..... ..... ..... ..... ..... ..... ..... ..... .....	<b>TO: Bath Depot Returns</b>  9a Deans Road Canon Industrial Park Old Wolverton Milton Keynes Buckinghamshire MK12 5NA
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