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| **Company Name** |  |
| **Address** |  |
| **Date** |  |
| **Contact Name** |  |
| **Return Agreed by** |  |

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| --- | --- | --- | --- |
| **Part No** | **Description** | **Qty** | **Invoice / Delivery Note Number** |
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**Please read the returns policy below before signing this form.**

**SIGNED BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Returns policy information**

1. There is a 14 day period from despatch in which you must contact the sales team with any returns or issues you have with the delivery you have received, all goods must be returned within 30 days of notifying adfix.
2. When we deliver your Goods to you if they are not in any way satisfactory you can contact our sales team for a returns note via email on [sales@adfixironmongery.co.uk](mailto:sales@adfixironmongery.co.uk) We will send the returns note for you to fill in and email back to us, please print out the completed document and place a copy in the box which corresponds to the items.
3. Unfortunately, we cannot accept returns of items that have been ordered incorrectly but we will consider doing an exchange of the items for equal value. This will need to be discussed with the sales team when emailing regarding the return of the items.
4. You can, at any time within one month of receiving Goods from us, contact the sale team if any part of the product suffers mechanical failure we in turn will strive to do our best to repair the product, or in cases that can’t be repaired we will replace the item.
5. All items must be returned in packaging received and must be protected against damage during transit, all items are to be boxed and returned with the relevant paperwork to Adfix Ironmongery ltd, Hull Road Warehouses, Main Road, Eastrington DN14 7XL.
6. Should the items you wish to return be due to a customer related fault as set out in section 3 we will not be responsible for the cost of return of the items but as set out in section 3 we will do our best to help you as a customer of adfix resolve the issues and help to make your purchase from adfix as satisfactory as possible.