

# Uttings Returns Form



Thank you for purchasing goods from Uttings

In the unlikely event that the goods supplied are not what you expected, you must return them to us in an un-used, un-soiled condition, complete with their original packaging, within 7 days of receipt - **accompanied by this form and a copy of proof of purchase**

**Items being returned for exchange/refund must be returned unused and in their original, undamaged packaging in order to be exchanged/refunded.**

Warranty is up to a period of a year. If the goods become damaged through defective material, or poor workmanship, but not normal wear and tear, they should be returned for our inspection immediately. If necessary the item may have to be returned to the manufacturer for testing, which could take up to 28 days.

We endeavour to sort out all non-warranty returns within 7-10 working days. Please help us to deal with your return quickly by providing us with the following information.

**Failure to provide the requested information may cause delays in dealing with your return. We cannot process any returns without an original order number.**

| Original Purchasers Details                            |  |
|--|--|
| Order number   |  |
| Name   |  |
| Address  |  |
| Telephone No.  |  |
| Senders Details (if different from original purchaser) |  |
| Name   |  |
| Address  |  |
| Telephone No.  |  |

| Returned item | Exchange required?<br>Specify replacement item | Refund required? | Reason for return | Faulty?<br>Please describe fault |
|---------------|--|------------------|-------------------|----------------------------------|
|               |  |                  |                   |                                  |
|               |  |                  |                   |                                  |
|               |  |                  |                   |                                  |
|               |  |                  |                   |                                  |

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