

Returns Form

Notes on returning your item.

30 DAY MONEY BACK GUARANTEE: Items should be returned unused, in a saleable condition, with their original packaging and with all component parts and any promotional items received. You should also include your invoice and returns form.

FAULTY GOODS: Items should be received in a reasonable condition, with all component parts, along with any promotional items received. You should also include your invoice and returns form.

Note: Please ensure all petrol driven products are drained of fuel and oil, before you return them. If your product is powered by lithium batteries you can only return your purchase to a trade counter due to changes in the road transport regulation.

How to Return...

You have a choice of how to return an item:

1. Return it to your nearest BRANCH:

Please utilise the Branch Finder on our Web site to locate your nearest branch. Return your item, along with the returns form and your invoice to your local branch.

2. Return it by FREEPOST: - [30 Day Money Back Guarantee only].

Please package your item securely, along with your invoice and a completed Returns Form (see below). Attach the Freepost Returns Label (also below), and take the package to your local Post Office.

Please ensure you obtain a Proof of Return Stamp (this may be required should there be a problem with your return).

Note: FREEPOST return is not available for items over 1m in length and 2kg in weight. For such items, please select option 1 or 3.

3. Return it by CARRIER COLLECTION:

Please call us on 0800 068 0484 or email online@screwfix.com to arrange a Carrier Collection. **Please package your item securely, along with your invoice and returns form.** Collections may take place at any time between 8.00am and 6.00pm and someone will be required at the address to hand over the item and sign for the return.

Note: Depending on the circumstances this method of return MAY incur a charge.

Returns Form

Please remember to fill in all the details on the Returns Form. It is especially important to complete your customer details and order number, so we can process your return – without this information there may be a delay in processing any refund/replacement.

Customer Name: Customer Address: Postcode: _____ Telephone No: _____ Order No: _____	Product Code (on original invoice)	Product Description	Quantity Returned	Return Code If faulty, please state why in the Comments Box	Action Required (please tick) Refund Replace	

Faulty Return Comments:

Return Codes:

- | | | | |
|------------|------------------|-------------------|---------------------------------------|
| 1. Faulty | 3. Late Delivery | 5. Wrong Quantity | 7. Other (Please Specify in Comments) |
| 2. Damaged | 4. Wrong Product | 6. Changed Mind | |



iForce
Unit 4, Pennine Way
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Saltley
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Sender's Details

Postcode