

# RETURNS FORM

PLEASE COMPLETE AND INCLUDE WITH YOUR RETURNED ITEMS(S). ALL RETURNS MUST INCLUDE THIS FORM. RETURNS QUERIES DEALT WITH STRICTLY BY EMAIL ONLY

# AUTOKOOL

L I M I T E D

Unit 3 Network Centre, Midland Way, Barlborough, Chesterfield S43 4WW  
Tel: 01246 811055 E: returns@autokool.co.uk W: www.autokool.co.uk

Date :	
Invoice No. :	
Name :	
Address :	
Date received :	
Phone :	Email :
Part No. :	Payment : Credit/Debit/Paypal/Cheque/Cash

Reason for return (please give details):

**THE COST OF RETURNING ITEMS IS THE RESPONSIBILITY OF THE CUSTOMERS WE DO NOT ARRANGE COLLECTIONS**

**Incorrect Items:** We accept no responsibility or liability for incorrectly ordered items. All available information is displayed on our website. Items despatched are supplied on information provided to us at time of sale.

**Damaged Items:** All damages must be notified to us by email within 48hrs of receipt and returned to us for inspection. A replacement product will be supplied once returned and inspected. If your item is required urgently an additional item must be purchased and the original cost will be refunded after inspection. Claims for damage noticed after 48 hours of receipt will be refused.

**Incorrectly ordered items:** A 20% handling and administration charge is made for processing incorrectly ordered items unless returned within 7 days. All eBay purchases are exempt from this clause and are subject to the restocking charge.

**Re-Packaging:** To receive a credit or replacement you must ensure that the returned item is suitably packaged and sent with an insured traceable service. Failure to do so will result in replacement or credit being refused if the item is subsequently received back damaged or in an unfit or un-saleable condition.

**Outer box packaging must NOT be written on.** Our returns address should be attached to the outer protective packaging using adhesive tape. **ITEMS WITH WRITING ON THE MAIN BOX** will be refused. For a complete list of terms and conditions please visit our website.

**Returns:** All unwanted items returned within 7 working days from received date will be refunded less postage in accordance with the Distance Selling Regulations. We do not accept returns after 14 days.

**Warranty:** All parts come with standard 12 months warranty subject to normal Terms & Conditions.