

CUSTOMER RETURNS FORM



Unit 2 Abbey Manufacturing Estate,
Mount Pleasant, Wembley, HA0 1NR
Tel: 0208 903 6333 Fax: 0208 795 2072
returns@thesafetysupplycompany.co.uk

Please include a completed copy of this form with the items you wish to return.

Customer to arrange return.



Returns Unique Code: _____

Date		Completed by	
Contact Details	Name:		
	Phone:		Mobile:
	e-mail:		

Order Reference or Invoice Number	
Product Code	
Product Description	
Reason for Return	

Refund (Refund for returned items only)

Other (Please only choose this option if advised by our office)

For Internal Use Only:

Date Received		Condition Checked	
<i>Actions:</i>	CN:		
	Refund	Method:	
		Date:	
	Amount Paid:		
	Refund Amount:		
	Repl. Inv.		
<i>Completed & Actioned By:</i>			

Please note that a restocking fee may apply and that we cannot refund the delivery charge.

CUSTOMER RETURNS FORM

Affix Me On
Your Parcel

Please Complete and Affix this On Your Parcel.

AFFIX
POSTAGE
HERE

The Safety Supply Company Ltd
RETURNS DEPARTMENT

Unit 2 Abbey Industrial Estate,
Mount Pleasant, Wembley
HA0 1NR

Customer Name: _____

Order or Invoice No : _____

Terms and Conditions

- 1) We endeavour to deliver all orders quickly and in full. Short deliveries and damages must be notified to us within three days of receipt of order. We will of course refund or replace damaged products in accordance with your statutory rights. Our returns department must be notified before goods are returned. Where goods are claimed to be defective or not as ordered we may ask for photographic evidence via email.
- 2) Returns will be accepted subject to the goods being unused and returned in their original packaging in a condition fit for resale within 28 days of invoice date.
- 3) It is the customers' responsibility to cover the cost of the return carriage. Once returned goods have been received their condition will be checked. We will then refund the cost of the goods themselves minus a 25% restocking charge. (This restocking charge will not apply to customers purchasing in a purely independent capacity where written notice to return has been received within seven days of the receipt of goods). The original carriage charge cannot be refunded. Please note if a product has been modified in any way as per a customer's instruction, all rights of return are null.
- 4) Orders for dispatch may be cancelled any time prior to despatch of goods without incurring any additional charges. Orders for collection will incur a 12% handling fee if cancelled after the order has been processed and is ready for collection. Orders cancelled after being dispatched will be treated in the same manner as returns and may incur a 20% restocking charge.

Please note that certain products such as respiratory equipment, fire retardant spray, printed or personalised goods and other products where safety may have been compromised by use are often unfit for return and advice must be sought from our customer care team before returning them.

Important notice: If goods are returned with a view to acquiring replacements, then the new items must be ordered separately through our website. The refund will then be processed at a later date. Refunds can take up to three weeks to process; Placing a new order will ensure that replacements are sent out as soon as possible.

If you would like to return any items or orders, please complete this form and include it with the items you wish to return.