

Customer Account Number: _____

Invoice Number: _____

Date of Invoice: _____



Date of Return: _____

Telephone _____

Number: _____

E-mail _____

Address: _____

(All can be found on top right hand corner of your invoice)
All sections must be completed any missing information may delay the returns process.
Please use the reverse of this form if more space is required or attach a covering letter.
Please contact us on 01543 577207 option 4
if you have any questions about completeing this form.

<u>Details of Item Being Returned:</u>		
<u>Quantity</u>	<u>Part Number</u>	<u>Brief Description</u>

<u>Details of Vehicle:</u> ALL FIELDS MUST BE COMPLETED	
<u>MAKE</u>	<u>CHASSIS / VIN NUMBER</u> (MUST BE COMPLETED)
<u>MODEL</u>	<u>DATE FITTED</u>
<u>YEAR</u>	<u>DATE FAILED</u>
<u>ENGINE TYPE</u>	<u>MILEAGE SINCE FITTING</u>

Reason for return (please tick the relevant box and give details where necessary)

Faulty (please give precise details of faults): _____

Incorrectly Ordered
 Incorrectly Sent
 No Longer Required
 Received Damaged
 Item not as described
 Didn't arrive in time
 Other Reason _____

Refund Required
 Replacment Required
 Other _____

Please complete and enclose this returns form with your return parcel. If your return does not include this form your refund or exchange will be delayed whilst we obtain all the necessary information to process the return. All goods must be returned in new & unused condition unless a warranty claim is being made. A restocking fee of 15% may be levied on items supplied correctly by us but no longer required by the customer. Items returned as faulty are returned to our suppliers for testing, the results of these tests may take up to 4 weeks. **Please send your item for return with this form to:** John Craddock Ltd Mail Order Department, North Street, Bridgtown, Cannock, Staffordshire, WS11 0AZ. Please contact us on 01543 577207 option 4 if you have any questions about returns.

<u>Office use Only:</u>	Credit: Yes / No _____
Given to <u>W/H:</u> _____	Date: _____
RTS: _____	Extra Info: _____
JRT: _____	_____