



## CUSTOMER RETURNS FORM

Completed forms to be returned to [info@heatingpartswarehouse.co.uk](mailto:info@heatingpartswarehouse.co.uk)

### CUSTOMER DETAILS

Name	
Address Line 1	
Address Line 2	
Town / City	
Postcode	

Invoice Reference	
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### ORDERS DETAILS

Part Number	Product Description	Returns Code	Qty

REASON	CODE	REASON	CODE	REASON	CODE
<b>DAMAGED</b> (Please provide Photos and email to <a href="mailto:info@heatingpartswarehouse.co.uk">info@heatingpartswarehouse.co.uk</a> )	A	<b>FAULTY</b> (Please provide photos and state the fault and email to <a href="mailto:info@heatingpartswarehouse.co.uk">info@heatingpartswarehouse.co.uk</a> )	B	<b>WRONG ITEM</b> (Please provide Photos and email to <a href="mailto:info@heatingpartswarehouse.co.uk">info@heatingpartswarehouse.co.uk</a> )	C
<b>SHORTFALL</b>	D	<b>CHANGE OF MIND</b>	E		

<b>Further Info:</b>

### DAMAGES OR MISSING ITEMS MUST BE REPORTED WITH 72 HOURS OF DELIVERY

#### Please note:

- The amount refunded excludes all delivery costs
- The buyer is responsible for the cost of shipping and packaging returned items
- Product packaging must be undamaged for us to accept the item
- Toilet Seat protective plastic wrap has not been removed

After receiving an item back as a return, it may take up to 28 days for a refund to be processed.

Returns address UK: 20C Balliniska Rd, Derry/Londonderry, Northern Ireland, BT48 0NA

Returns Address Ireland: 10 Cockhill Road, Buncrana, Co. Donegal, Ireland, F93 X04N

For our full returns policy please visit our website <https://heatingpartswarehouse.co.uk/returns-information/>

**For Office use**  
Authorisation Number:  
Authorised By: