

www.toolbank.com

GOODS RETURNS FORM

Tel: 0800 977 4242

E-mail: websales@toolbank.com

To return an item(s) to Toolbank.com, please complete this form following these easy steps:

Step 1: Please Complete your details

Name:		Order Number:	
Address:		Comments:	
Post Code:			
E-Mail Address			
Telephone (Day)			
Telephone (Night)			

Step 2: Please Complete the following information:

Stock No & Description	Qty	Reason Code*

* (1. Wrong item ordered by me) (2. Correct item invoiced - Wrong item delivered) (3. Goods damaged - Faulty on arrival) (4. Other)

Step 3: Please Contact Us

Please call 0800 977 4242 and we will provide you with a Returns Authorisation Code and Reason(s) Codes which you should enter into the boxes above.

Step 4: Pack and Label the Goods

Carefully pack the goods, if possible in their original packaging and affix the returns label below to your package. Please be sure to write the returns number on this label as well.

Step 5: Return the Goods

Please return the goods and the Returns form to us via a prepaid, insured and traceable method to ensure safe and documented delivery. You will be notified via e-mail as soon as your credit card has been refunded.

If it's our mistake we will pay the carriage costs. If you receive the wrong item, if the item you ordered does not work or works incorrectly, or your order was damaged in shipping, we will cover the cost of the return carriage. We will arrange with you the most convenient manner for the goods to be returned to us. We will be happy to explain how this works when you contact us.

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GOODS RETURNS LABEL

Please enclose a copy of this form with your goods and ensure that the package is clearly marked. You should retain a copy of this form for your records.

Toolbank.com Returns

Returns Code _____

Long Reach

Galleon Boulevard

Crossways Business Park

Dartford

DA2 6QE