

# PARTS EXPRESS RETURNS FORM

## Important Information

You will require a Returns Authorisation Number before returning this form. Without this number your refund will not be processed. If you do not have a Returns Authorisation Number please contact Parts Express on 0845 600 6560 or email [parts@andrewpage.com](mailto:parts@andrewpage.com)  
In order for all returns to be processed all sections of the form must be completed in full.

Return all items to: AP Distribution Centre, Returns Department, Parts Express, Sussex Avenue, Leeds, LS10 2LS.

Please clearly mark your Returns Authorisation Number on the address label. Failure to do so will result in the parcel being rejected upon delivery.

<b>Name:</b>	
<b>Address:</b>	
<b>Order Number:</b>	
<b>Date order was delivered:</b>	

<b>Part No/Description of item(s) returned:</b>	
1.	
2.	
3.	
4.	
5.	
<b>Reason for return Please give a detailed explanation:</b>	
<b>Returns Authorisation Number: CR</b>	

In order to qualify for a refund on any items being returned that are not faulty, all items must be returned unused and in good re-saleable condition with a Returns Authorisation Number clearly stated on the address label. This includes the original and undamaged packaging with a copy of the invoice.

A refund will be made once all items have been received and are in re-saleable condition. Failure to comply with the above procedure will result in refusal of the refund. Return postage costs will only be refunded in the event that an error has been made on our behalf, or the goods were damaged/faulty. All other return postage costs are the responsibility of the customer. We will not accept responsibility for loss or damage of goods during transit, please ensure that the insurance cover option is taken where possible. All goods should be checked for damage in transit once received. If goods have been damaged in transit they should not be accepted and the carrier will bear the cost of returning the part to us. We will then re issue a replacement part to you.