



## RETURNS & EXCHANGE FORM

**Instructions:**

1. Complete this form.
2. Email it back with your order number(s) or invoice number(s)
3. We will email back this form with the Return Number assigned (see right)
4. Ship the items to "Returns Department" (address below). Please write Return Number on the package/s and print and include a copy of this form.
5. Please ensure that you obtain proof of dispatch

|                              |
|------------------------------|
| <b>Return Number Issued:</b> |
| <b>Date Issued:</b>          |

|                                 |                               |
|---------------------------------|-------------------------------|
| <b>Order or Invoice Number:</b> | <b>Date Order Was Placed:</b> |
| <b>Company/Customer Name:</b>   |                               |
| <b>Address:</b>                 |                               |
| <b>Phone Number:</b>            | <b>Email:</b>                 |
| <b>Contact:</b>                 |                               |

**Return Details:**

| Qty | Product Code | Details | Reason Code | Refund (Y/N) | Repair (Y/N) | Exchange (Y/N) | Qty/Product Code |
|-----|--------------|---------|-------------|--------------|--------------|----------------|------------------|
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |
|     |              |         |             |              |              |                |                  |

**Reason Codes:**

- A - Courier Damage
- B - Damaged Product
- C - Incorrect Product Received
- D - Faulty Product
- E - No Longer Required (Exchange only, unless purchased within the last 28 days)
- O - Other (Give details below)

**Please return to:**

**Returns Department**  
Swanson Mackay  
Unit B2,  
West Point Ind Est,  
Penarth Road,  
Cardiff.  
CF11 8JQ

T: +44 (0) 2920 706400  
E : cardiff.sales@swansonmackay.co.uk

**Please Note:**

- All Returns require a Return Number
- A Return Number is valid for 14 calendar days after it is issued; this Returns Policy does not affect your statutory rights
- Refunds are applied to the payment method used at the time of purchase and will be issued within 14 days after our receipt of the returned merchandise; please allow 5 working days for inspection
- All returned merchandise must be in resaleable condition with all original packaging and paperwork
- Custom-produced or otherwise unsaleable products are non-returnable

| <b>For Internal Use Only</b> |                         |   |                   |
|------------------------------|-------------------------|---|-------------------|
| Authorised by:               | Warranty Y/N            | Restocking Fee (Y/N)                      | Inspected By:     |
| Date Received:               | Date to Manufacturer:   | Logged By:                                | Date to Customer: |
| Inspected By:                | Date from Manufacturer: | No Fault Found (please tick if relevant): | Tracking No:      |