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## Non faulty return for a credit

Returns Request Form for non faulty products – the item(s) must have been purchased within the last twenty eight days

Return notification date.....

<u>Account number</u>		<u>Contact name</u>	
<u>Company name</u>		<u>Contact Tel no</u>	
<u>Address ( please fill in</u>		<u>Contact fax no</u>	
<u>All sections)</u>		<u>Email address</u>	
		Returns ref(office use only)	

<u>Model number</u>	<u>Quantity</u>	<u>Invoice number</u>	<u>Invoice date</u>	<u>Serial number</u>

Full reason of return:

**If goods are not as ordered, you have seven days to inform us of this.**

**If a replacement is required please state the model number and quantity required:**

<u>Model number</u>	<u>Quantity</u>

### Terms and conditions

- ❖ **Goods are not supplied on a sale or return basis. In the event that the goods are returned to HB Litherlands pursuant to a sale agreement, HB Litherlands reserves the right to levy a re-stocking charge 20% of the value of the goods returned.**
- ❖ **If the customer is required to return the goods they must do so within seven days or the return will be cancelled and outstanding**
- ❖ **The goods must be returned complete, as new and without any writing or damage to the packaging or goods.**

IF AN ITEM IS ORDERED IN ERROR OR IS NO LONGER REQUIRED – IT IS THE CUSTOMER'S RESPONSIBILITY AND EXPENSE TO ARRANGE THE RETURN OF THE ITEM BACK TO HB LITHERLAND. HB LITHERLANDS CAN ARRANGE COLLECTION OF GOODS BUT IT WILL BE A CHARGE OF £26.00 COLLECTION