



## PRODUCT RETURN FORM

Please fill in the form fields and print 2 copies.  
Keep one copy and include the other copy with the return.  
PAGE 1 OF 2 \* Required fields

### Customer and Order Information

Title (eg Mr, Mrs)
First name*
Last name*
Company name (if applicable)
Email address*
Contact phone number*
Billing postcode
Delivery postcode
Order ID*
Order date*

### Product and Return Information

Product name*			
Product code			
Quantity*			
Has the item/s been opened?*	Yes	No	
Has the item/s been used?*	Yes	No	
Reason for return*	Ordered in error	Received wrong item	
	No longer required	Faulty (details below)	
	Other (details below)		
Resolution requested*	Refund	Replacement	Other (details below)
More details (include all information on the second sheet if necessary including fault and resolution if applicable)			
I have read and agree to the terms and conditions* ( <a href="https://www.spcb.co.uk/terms">https://www.spcb.co.uk/terms</a> )	Yes	No	

Signed\* (copy in the parcel must be signed)

Dated\*



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### Additional Information

RETURN AUTHORISATION NUMBER:

#### RETURN INSTRUCTIONS:

1. Complete this form online or email a copy to [info@spcb.co.uk](mailto:info@spcb.co.uk) to request a Return Authorisation Number. If this is not possible, then contact us by phone on 01673 895130. Online form does not need to be signed.
2. Ensure that your returned item is complete with all fittings and packaging (unless faulty).
3. Your parcel must be securely packaged to ensure a safe return and sent by recorded delivery at your own cost. Include a signed copy of this form in the parcel with the Return Authorisation Number on the label.
4. You have the right to cancel your order for up to 14 days after you receive the goods. After that date, we are under no obligation to refund you and you must receive written authorisation beforehand.
5. We must receive your return within 30 days following completion of this form, or the 14 days cancellation period, whichever is the sooner.
6. You must have read and agreed to our full terms and conditions (find at <https://www.spcb.co.uk/terms>)

SPCB UK Ltd  
Unit 4 Glebe Farm  
Scampton  
Lincolnshire  
LN1 2SZ

Return Authorisation Number: