Returns Note

Account number:	Order date:	
Name:	Order number:	
Contact phone:	Contact email:	

Part name or number	Refund or	Reason	Notes
	Exchange	Code	

Reason Codes:

1 – Faulty	2 - Damaged	3 - Incorrect
4 – Not as expected	5 – Not required	6 – Ordered incorrectly



Returns & Refunds

Got a question? Contact us - International callers: 0044 1254 854103. U.K. Callers: 01254 854103. Email: parts@charnleys.com

Naturally we want you to be happy with your purchase but if for any reason you want to return anything you can.

Returned items must be received by us within 30 days of the purchase date.

Changed your mind

Complete the returns note above. We will refund the value of the returned items using the original payment method within 30 days of receipt of the returned goods.

Return for exchange

Complete the returns note above. Use the comments box for details of part required in exchange. If you are unsure of anything you can request a call back from one of our stores team.

Faulty, damaged or incorrect

Complete the returns note above. Enter as much information as possible in the notes section.

<u>Important</u>

Please ensure all returned goods are well packaged to avoid damage in transit.

Please ensure return packages are sent via a trackable, insured service as we cannot take responsibility for items lost or damaged during transit (a certificate of posting is free from the Post Office).

Send Returns to:

Returns Department J Charnley & Sons Marsh Lane Brindle

Chorley PR6 8NY

United Kingdom