

MILNER OFF ROAD

JAPANESE 4X4 PARTS

RETURNS NOTE

RETURNS, OLD ROAD, DARLEY DALE, DERBYSHIRE, DE4 2ER
 Tel +44 (0) 1629 734411 E-mail: sales@milneroffroad.com

Please complete and enclose this returns form with your returns parcel.

1. Customer Name & Address		Name & Address of Company Fitting Part (if different)	
Postcode:			
Phone:		Email:	
2. Account Number		Date Fitted	Vehicle Registration No
Order / Document Number		Date Removed	Vin / Chassis No
			Mileage When Fitted
			Mileage When Removed

It is the **responsibility of you, the customer**, to pack the return items in such a way that they will not be damaged or missing on the return journey. All goods that are no longer required/ordered incorrectly must come back in their original packaging and in a re-sellable, clean (free of oil and grease), unfitted condition. Lamps and mirrors must be well protected (lenses and chrome must be covered/wrapped) returned free of any scratches. Electrical items must be returned un-fitted. Please ensure goods are well packaged in a further outer box for extra protection. Please do not write on or damage any product packaging, as the product along with its packaging will need to be restocked ready for the next customer.

With regards to warranty items, please contact the sales office by phone/email before returning.

Milner Off Road Ltd reserve the right to reject any items returned if the terms of our returns policy are not met. We will give a refund for the parts only, not delivery or labour. Returns are only accepted within our 28 days return policy. After 28 days we reserve the right to charge a handling/restocking fee of 15%. Full details can be found on the website.

3. Product Code	Quantity	Return Code	Action Taken (*Office Use Only*)

Return Codes:

- 001** = Faulty/ Warranty
(Please describe fault in box below)
- 92** = Exchange Unit
- 011** = Incorrectly Sent (021/022)
- 016** = Ordered Incorrectly
- 014** = No Longer Required

4. Faulty Part Information / Additional Information (Example: Sufficient details of symptoms if faulty)

I have acknowledged the above terms Signed:Date:.....