

# Customer Returns Form

## Allendale Group Ltd

**CR#**

Customer Return Number

**Name**

**Order Number**

**Telephone**

**Address**

**Post Code**

**Action requested**

Refund

Repair

Exchange

**Reason for return**

**\*\* Provide as much detail as possible please, 'broken' or 'not working' is not sufficient and may cause the return to be rejected \*\***

*For use by Allendale staff only:*

**Action Taken & Comments**

Warranty  Non-Warranty

**Completed By**

**Date**

/ /

**Please Follow The Below Steps For Returning Your Item(s) To Us:**

1. Obtain a CR – Customer Returns number from the relevant store – ensure it is displayed on this form and address label.
2. If the item is faulty please provide as much detail as possible for our engineers.
3. Repackage the item(s) securely and enclose the completed returns form. If it is a LARGE or HEAVY item - such as a rework station or ultrasonic tank, You WILL need to put it in an ADDITIONAL BOX, a single-walled box is not adequate packaging, we will NOT REPAIR any damage sustained during transit.  
*\*\* If you are returning an SMD Hot Air / Combo Station ensure the pump transit bolt is in place as any resulting damage during delivery will not be covered by warranty \*\**
4. If you are returning item(s) for a refund then the goods MUST be returned in a re-sellable condition i.e. complete with all accessories and packaging, otherwise we may not be able to provide full refund.
5. Please attach the returns label (on page 2) to your parcel, ensuring that you complete the return address and send the parcel back to us at the location shown.  
*We recommend using a courier or recorded delivery service. For large/ heavy goods [www.parcel2go.com](http://www.parcel2go.com) offers a comparison of alternative carriers to Royal Mail (although we are in no way affiliated with this site.)*

**Allendale Group Ltd cannot accept responsibility for any goods lost/ damaged in transit.**

**CR#**

*Please post to:*

**Allendale Group Ltd.**

**Returns Department**

Pindar Road

Hoddesdon

Hertfordshire

EN11 0BZ

**UNITED KINGDOM**

If undelivered please return to: \_\_\_\_\_

\_\_\_\_\_

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