

# Returns Form

Please complete this form and send with returned items

Date:



Please inform Customer Services by emailing [customerservices@victoriaplumb.com](mailto:customerservices@victoriaplumb.com) or telephone 0844 804 45 45 prior to returning goods

**Please remember that it is the responsibility of the customer to ensure the goods are packaged for transport. Insufficient packaging resulting in the product being damaged will be the responsibility of the customer. PLEASE ENCLOSE YOUR RETURNS FORM ALONG WITH YOUR RETURNED ITEM - DO NOT GIVE TO DRIVER.**

Item Description	Return Qty	No of boxes	Reason Code (see below)

## Reason for return codes

- 1 - Changed my mind
- 2 - Wrong item ordered
- 3 - Wrong item sent
- 4 - Arrived damaged (please explain in comments box)
- 5 - Defective (please explain in comments box)

Comments:

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Billing Name & Address Details:

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ORDER NUMBER: .....

For full list of our Terms & Conditions please visit [www.victoriaplumb.com](http://www.victoriaplumb.com)

## WAREHOUSE USE ONLY

Staff Name: .....

Date:

STOCK

INSPECTION

DISPOSAL / SALVAGE