

TWOSAB LTD
PRODUCT RETURNS FORM



At TWOSAB we hope that you are happy with your purchases, however we know that sometimes you will need to return or cancel an item. To help us process your return efficiently, please complete all the sections below and send this form along with the items to:

TWOSAB, 152 Westmoreland Street, Durham, DL3 0NT.

Please ensure you use a tracked delivery service or obtain a **certificate of posting**. If you are returning items for a refund, they should be returned unused and in their original packaging to avoid a restocking fee. Please ensure that the return parcel is well packed (using its original outer packaging if possible) to prevent damage.

Your details:

Order Number	
Customer's Name	
Telephone Number	
Email Address	
Today's Date	

Returned Items:

Product Code	Product Name	Quantity

The Reason For The Return (please tick) :

Not Required/Not Liked	<input type="checkbox"/>	Wrong Item Ordered	<input type="checkbox"/>	Wrong Item Sent	<input type="checkbox"/>
Faulty On Receipt	<input type="checkbox"/>	Faulty After Use	<input type="checkbox"/>	Under Warranty	<input type="checkbox"/>
Damaged In Transit	<input type="checkbox"/>	Other	<input type="checkbox"/>		<input type="checkbox"/>
Other	Please Specify Reason:				

For Faulty Items, Mention The Fault Observed (Required for warranty claims):

Fault Observed	Please specify what is the fault:
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Office Use Only:

Condition		Date:	Initials:
Action & Location		Date:	Initials:
Action		Date:	Initials:

RETURNS POLICY

Orders must be cancelled within 30 days beginning with the day after the date goods are delivered by contacting us quoting your customer order number. Beyond this period, only warranty claims will be applicable. Goods must be returned in their original condition; i.e. unused and in their original packaging. Return postage is at your own cost and risk. You have a legal obligation to take reasonable care of the goods while they are in your possession. We are unable to issue any refund until the goods have been inspected. All goods should be suitably wrapped/packaged to make certain of safe handling and to protect them during transit.

Our returns policy does not affect your statutory rights.

If you return goods claiming they are defective or under warranty, we will examine the returned goods and will notify you of our next steps via e-mail within a reasonable period of time. We will process the repair/replacement/refund, as applicable, due to you as soon as possible and, in any case within thirty (30) days of receipt of the goods.