

# RETURNS FORM

NAME:			
ADDRESS:			
		POSTCODE:	
CONTACT NUMBER:		INVOICE/DEL NUMBER:	
EMAIL ADDRESS:			

QTY	PART NUMBER	PRODUCT DESCRIPTION	REASON FOR RETURN
2	NS-V-6-100	Variable Force Gas Strut	Faulty
COMMENTS:			

## HOW TO RETURN ITEMS

We recommend you use a form of recorded or special delivery for your return. Any goods must be returned with the complete **RETURN FORM** in re-saleable condition and in the original or adequate packaging within **14 days** of delivery. We reserve the right to refuse an exchange or refund if goods are not returned in a re-saleable condition or are damaged. Metrol Springs are not responsible for collecting or arranging collection for any goods being returned.

## REFUNDS

Refunds will be made against the original payment method and usually take up to **7 working days** to show in your account. Any carriage costs returning the goods will be refunded up to the amount of £4.99. If there is a problem with your refund we will contact you via phone or email.

## FAULTY ITEMS

We do our best to ensure we only provide you with the best quality products, if for any reason you believe your product is faulty or damaged please notify us within **48 hours** of delivery on **01604 499332** or via an email **sales@metrol.com** from there we decide on the best course of action.

You can view our full returns policy at: [www.metrol.com/returns](http://www.metrol.com/returns)

**OFFICE USE ONLY**

DATE RECEIVED:

ACTION:

STAFF INITIAL: