



Product Return Form

You must obtain a **RETURNS NUMBER** from our customer services department before you return any products. Without this number your refund will not be processed. This can be obtained from our customer services department on Tel. **0845 6 80 80 28** or by emailing returndnumber@sinks-taps.com

In order for a return to be processed all sections (A -G) must be completed in full If you are returning a product due to a fault then a detailed explanation will be required.
Simply writing "faulty" as an explanation will not be accepted.

A	Name	
B	Address	
C	Your Sales Order Number :	Date your order was delivered :

**** ALL white sections must be clearly filled in or you will **AUTOMATICALLY** be charged a 25% restocking charge****

D	FOR CUSTOMER USE	Shaded areas for FOR OFFICE USE ONLY			
	List Part Number's being returned	Return to Stock	PROC/BY	RTN to Manufacturer	Claim from Carrier
1					
2					
3					
4					
5					
		Date Order Returned / /			

E	<p style="text-align: center;">State Your Reason For Return IMPORTANT</p> <p>In order for your order to qualify for a refund you must give a detailed explanation of the product. If the goods are faulty the fault also needs to be described in detail</p>	
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F	Returns Number Issued to you by our Customer Services Department	RAN _____
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G	Form Completed by	Signed by:	Print:
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	Tick	OFFICE USE ONLY
1	<input type="checkbox"/>	Full Refund
2	<input type="checkbox"/>	Returned within 10 days
3	<input type="checkbox"/>	Returned after 10 days
4	<input type="checkbox"/>	Replacement Required
5	<input type="checkbox"/>	Refund Less Delivery & Re Stocking Charge of 25%
6	<input type="checkbox"/>	Replacement Organised Ref No: <input style="width: 150px;" type="text"/> <input style="width: 30px;" type="text"/>

IMPORTANT CONDITIONS

1. If the goods being returned are **NOT** faulty, to qualify for a refund the goods must be **RETURNED UNUSED, IN ITS ORIGINAL RESALEABLE** condition - including **ALL THE ORIGINAL PACKAGING**.
2. If you cannot find a replacement item that you like we will refund you for the item less the actual delivery cost and a re stocking charge **equal to 25% of the order value**.
3. KAD Group reserves the right to refuse any refund or replacement if the goods returned do not meet these conditions.
4. We advise you to **take out insurance** (At your expense) **for the return delivery**, as items not received in a re saleable condition will **not be eligible for either an exchange or refund**.

Important checks before you return your products.

1. Have you completed all the Customer sections shown in white (marked A-G)
2. Have you obtained your RAN (returns) number.
3. Ensure the original packaging, with all the contents including manuals, diagrams etc are returned in original & undamaged condition.
4. Make sure you enclose this form completed and placed inside the box you are returning.
5. When returning make sure you insure your package against damage or theft.
6. Remember goods have to be returned within 10 days check with your carrier that the goods will arrive no later than the 10th day at KAD.

*If KAD arrange collection you are responsible for packaging the products exactly as they were delivered to avoid damage in transit