

Please remember to fill in all the details on the Returns Form. It is especially important to complete your customer details and order number, so we can process your return - without this information there may be a delay in processing any refund.

Customer Details

Name:	Your Address:	Order Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:		Date Order Was Delivered:
<input type="text"/>		<input type="text"/>
Telephone:	Postcode:	Contact Me By...
<input type="text"/>		Email <input type="checkbox"/> Phone <input type="checkbox"/>

Please Complete Both Numbers

Returns Number (RAN)

Original ACK Number

REASON CODES:

1. Wrong Item Received

2. Damaged on Delivery

3. Faulty

4. Ordered Wrong Quantity

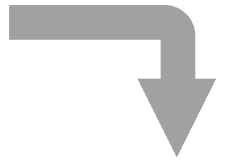
5. Not as expected

6. Changed Mind

7. Late Delivery

8. Wrong Item Ordered

9. Other



Item Details

Quantity:	Product Code / Model No:	Additional information relating to reason for return:	Reason Code:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

This Item To Return To:

Quantity:	Product Code / Model No:	Additional information relating to reason for return:	Reason Code:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

This Item To Return To:

Quantity:	Product Code / Model No:	Additional information relating to reason for return:	Reason Code:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

This Item To Return To:

Quantity:	Product Code / Model No:	Additional information relating to reason for return:	Reason Code:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

This Item To Return To:

I agree to the Terms & Conditions as set out on Pages 1 and 2

Signature:

Date:

What Happens Next?

- A separate Return Form is required for each return address.
- Enclose this form in the parcel to be returned.
- Send the parcel to the returns address supplied to you by our Customer Service team.
- You will receive an email confirming we have received your items and are processing your refund.
- When processing is complete you will receive a final confirmation email. This can take up to a maximum of **30 days**.

Returns Policy:

You have the right to return an order at any time up to **14 calendar days (including weekends)** after we have delivered the goods to you. Products that have been modified in any way will be excluded from our 14 day returns policy.

Items sold from the Clearance section of our website are sold as seen. We reserve the right to refuse returns on Clearance items.

To return a product, please ensure you speak to a member of our Customer Service team prior to sending your product back to us. Alternatively, you can email enquiries@kad-group.co.uk. Our Customer Service team will provide you with a Returns Number as well as an Acknowledgment Number. This information needs to be provided on the Returns Form, which can be printed from our website, to accompany your returned item. Please be aware if you neglect to enclose a Returns Form, you may incur an administration fee of up to 25% of the price of the returned item.

When returning a product, we ask that the products are unused, undamaged and are in all their original packaging.

We require you to return them to us at your expense. You should also ensure that all items are fully insured for loss or damage and that they are protected adequately and in line with any requirements of the carrier being used.

If returned to us by a third party, you will be responsible for any damages caused whilst in transit. If products are returned damaged or have any missing parts, we cannot offer any refund and you will have to arrange for the goods to be collected from the address the goods were returned to.

Return Address:

Unit 4, Blenheim Park, Blenheim Road, Pocklington Industrial Estate, York, YO42 1NR