



RETURN AUTHORISATION FORM

Please print, complete and return this form to:

Total Access UK Ltd
Unit 5 Raleigh Hall Industrial Estate
Eccleshall, Stafford
ST21 6JL

Attn **SALES / RETURN**

Customer Name: _____

Customer Address: _____

Telephone Number: _____

Total Access Job Number: _____

(This can be found on your Despatch Note)

Description and Product ID of Goods being returned (This can be found on your Despatch note)

Reason for Return, Please tick one of the below

<input type="checkbox"/>	I ordered the wrong item / I no longer wish to purchase this item
<input type="checkbox"/>	Product was damaged during shipment
<input type="checkbox"/>	Product is faulty
<input type="checkbox"/>	I have placed a new order and want a credit for this return

RETURN TERMS & CONDITIONS

All returns must be made within 7 days accompanied by a completed RETURN GOODS AUTHORISATION form.

Individual consumers are entitled to return goods if they are unwanted or the wrong item under the Distance Selling Regulations. If you wish to return a product under the DSR's, they must be returned with the original packaging and in resaleable condition.

Please note credits cannot be issued for merchandise damaged in return transit or not delivered to our facility.

We recommend shipping your return products using Royal mail recorded delivery or a tracking courier such as UPS, Fed-Ex with insurance.

We cannot reimburse shipping charges for any return unless goods are faulty.

Bespoke orders of merchandise cannot be cancelled or returned.