

RETURNS FORM

To enable us to deal with your request quickly, please complete the order date, number and customer name and state the details of your returned items. Send your parcel to the address shown below.

ORDER DATE		ORDER NUMBER		CUSTOMER NAME		
QUANTITY	PRODUCT CODE	DESCRIPTION	REFUND OR EXCHANGE	REPLACEMENT COLOUR	REASON CODE	CODE RELATED TO REASON FOR EXCHANGE OR REFUND
						1. ITEM FAULTY/DAMAGED
						2. DIFFERENT COLOUR REQUIRED
						3. DOESN'T FIT PROPERLY
						4. NOT AS EXPECTED
						5. UNWANTED GIFT
						6. WRONG ITEM RECEIVED

*Don't forget to include this form in your returns parcel.

PLEASE NOTE

The parcel and its contents are your responsibility until they are received at our warehouse. We therefore recommend that you use a registered postal service and retain proof of postage. AlloyGator is not responsible for returned goods being lost or damaged in transit. Please ensure the product(s) is well packaged to avoid any damage during transport to our warehouse, so that the product arrives in a resaleable condition.

INTERNATIONAL RETURNS

If you are returning goods to us from outside the EU you must complete a customs declaration correctly, indicating that the package contains returned goods or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive our own goods.

NEED HELP?

Visit our website www.alloygator.co.uk. If you can't find the information you need, contact our Customer Service Team on 01527 909 801 or email info@alloygator.co.uk. We're available Monday - Friday, 9am - 5pm.

RETURNS ADDRESS

AlloyGator Limited Returns
Department
61 Heming Road
Washford Industrial Estate
Redditch
Worcestershire
B98 0EA
UK

