

RETURNS FORM

Please complete the form below, Fields marked * are mandatory

Please return completed form to customercare@appliancecity.co.uk within 14 days.

Billing Details: (PLEASE ENTER YOUR BILLING ADDRESS DETAILS)*			
Title*		Name*	
Address*			
Postcode*		Date of delivery*	
Daytime Tel No.*		Alternative Tel No.	
SI Invoice No*		SO/ACITY Ref No.	

Returns Policy:

You are entitled to cancel your contract if you so wish, provided that you exercise your right no longer than 14 days after the day on which you receive the goods. If you wish to exercise your right of cancellation, you are obliged to retain possession of the goods and take reasonable care of them. Any business-to-business transaction is excluded from the cancellation and returns terms.

A collection/distribution fee for the cost of returning the goods will apply. The fee will vary based on the size of the appliance.

Collection of the goods will only take place from the delivery address to which they were delivered. Alternatively, you can return the items at your own cost within 14 days of such cancellation. Any refunds will be made no later than 14 days after the appliance is returned to us.

If the appliance has been installed and/or used or can no longer be sold as new an appropriate reduction in the refund due will be applicable.

If your appliance has been installed this needs to be **disconnected** out of its housing ready for collection.

For our full returns policy visit our 'Terms of Trading' page on our website <https://www.appliancecity.co.uk/terms-of-trading/>

Details of the goods you wish to send back		
Manufacturer*		
Product/Model No*		
Description of appliance*		
Serial Number*		
Price paid for appliance*		WAREHOUSE CHECK & COMMENTS:
Has the product been unpacked?*	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>
Do you have the original packaging?*	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>
Has the product been installed?*	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>
Has the product been used?*	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>
Return reason*		
Reason for return - further notes* including FULL details for customer errors, faults or damages If your appliance has been installed this needs to be DISCONNECTED & out of its housing prior to collection		
* Please attach photos of all 4 sides, the top and inside of the appliance to the email* (IF THE APPLIANCE HAS BEEN INSTALLED, WE REQUIRE PHOTOS ONCE THIS HAS BEEN DISCONNECTED)		

In order for us to process an exchange, please fill in the details below.

(*PLEASE FILL IN THE BELOW EVEN IF THIS IS REQUESTING FOR THE SAME MODEL)

Manufacturer*	
Product/Model No.*	
Product description*	
Price*	

Attach photos of the appliance to your email*

We require photos of all 4 sides, the top and inside of the appliance.

If your appliance has not been unpacked we only require photos of the packaging not the appliance.

If the appliance has been installed we require photos once this has been disconnected.

Further photos may be requested. We are unable to process your return without these photos.

Delivery Details: (PLEASE ENTER YOUR <u>DELIVERY ADDRESS</u> DETAILS IF DIFFERENT TO THE BILLING ADDRESS)			
Title		Name	
Address			
Postcode			
Daytime Tel No.		Alternative Tel No.	

We are available to collect Monday – Friday. (DAYS CAN VARY DEPENDING ON POSTCODE AREA AND AVAILABILITY)

Our returns address:

Appliance City, Units 1 & 2 Bunny Trading Estate, Gotham Lane, Bunny, Nottingham, NG11 6QJ

**Please note that ALL mandatory details are required.
We cannot process your returns request without all of the required details.**

We aim to get back to you within 2 working days.

SIGN AND DATE ON THE DAY OF COLLECTION:

I confirm that the details given are correct and the appliance has been returned to the driver.
(If any details are different to the above notes, call customer care on 07960823021 or 0115 965 1937 opt 2)

Customer Sign & Print		Date:
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OFFICE USE ONLY

Return Authorised by		Name and date		New Order No.
Driver – Print & Date		Driver print and date		Driver print and date
Goods In - Print & Date		Goods In print and date		Goods In print and date
<u>Customer Care:</u>		Sign	Date	
Put into Returns	<input type="checkbox"/>	Customer Care sign and date	Customer Care sign and date	
Put into Stock	<input type="checkbox"/>	I can confirm that this item is boxed in saleable condition. Customer Care sign and date	I can confirm that this item is boxed in saleable condition. Customer Care sign and date	
To go on/On Display	<input type="checkbox"/>	I can confirm that this item is in 'Demo' in saleable condition. Customer Care sign and date	I can confirm that this item is in 'Demo' in saleable condition. Customer Care sign and date	
Delivered by & date		Item Location		
Refund required		Returns Charge		
Old P/O	Old P/O	New P/O		
Supplier Invoice No.	Del note No.	Uplift No		
Additional comments:				