

RETURNS FORM

Please complete the form below, Fields marked * are mandatory

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

Customer Details: (please enter your billing address details)*			
Title*		Name*	
Address*			
Postcode*		Date of delivery*	
Daytime Tel No.*		Alternative Tel No.	
Invoice No*		Order 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.

For our full returns policy please 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*		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"/>
Reason for return*		
Further notes* including <u>FULL</u> details for faults or damages		
* Please attach photos of all 4 sides and the top of the appliance on the last page.*		

If you wish to exchange your appliance to an alternative model, please fill in the details below.

(*only required if requesting for an exchange)

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

We are available to collect Monday – Friday. (Days can vary depending on postcode area and availability).

Customer Details: (please enter your delivery address details if different to the billing address)			
Title		Name	
Address			
Postcode			
Daytime Tel No.		Alternative Tel No.	

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 Date

Driver Date

OFFICE USE ONLY

Return authorised by: Date New Order No

Warehouse Date

	Sign	Date	
Put into Returns			
Put into Stock			
To go on/On Display			
Original Delivery by Despatch date		Item Location	
Refund required		Returns Charge	
Old P/O		New P/O	
Supplier Invoice No.	Del note No.	Uplift No	
Additional comments:			

Please attach photos below*

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

If your appliance has not been unpacked we only require photos of the packaging not the appliance. Further photos may be requested. Please attach any additional photos to the email.