 **Returns Form**

**Important**

You must obtain a Returns number before returning this form. Without this number and this form your refund will not be processed. To obtain a Returns Number you should email  [support@support.alertelectrical.com](mailto:support@support.alertelectrical.com)

**Please complete all sections in white in full**.

**Returns address: www.alertelectrical.com (Returns department), Units 2/3 Clarendon**

**Court, Manners Industrial Estate, Ilkeston, Derbyshire. DE7 8EF .**

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Order Number** |  |
| **Order Date** |  |
| **Returns Number** |  |
| **Refund or Swap request?** |  |

|  |  |
| --- | --- |
| **Product Code** | Reason for return, please explain including faulty, broken or not required. |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |

**In order to qualify for a refund on any items being returned that are not faulty, all items must be returned unused, in good re-saleable condition, including original, undamaged packaging, with a copy of the invoice.**

Alertelectrical.com reserves the right to refuse refund if the returned goods do not meet the above conditions. We advise you to take out insurance for the return delivery as items not received in re-saleable condition will not be eligible for either replacement or refund. If we do not have a suitable replacement for a faulty item, we will refund the cost of the item.

|  |  |
| --- | --- |
| **For Office Use Only** | |
| Refund? |  |
| Inc. Postage? |  |
| Admin Fee? |  |
| Replacement sent? |  |