



Returns Form

Notes on returning your item.

30 DAY MONEY BACK GUARANTEE: Items should be returned unused, in a saleable condition, with their original packaging and with all component parts and any promotional items received. You should also include your invoice and returns form.

FAULTY GOODS: Items should be received in a reasonable condition, with all component parts, along with any promotional items received. You should also include your invoice and returns form.

Note: Please ensure all petrol driven products are drained of fuel and oil, before you return them. If your product is powered by lithium batteries you can only return your purchase to a trade counter due to changes in the road transport regulation.

How to Return...

You have a choice of how to return an item:

1. Return it to your nearest BRANCH:

Please utilise the Branch Finder on our Web site to locate your nearest branch. Return your item, along with the returns form and your invoice to your local branch.

2. Return it by FREEPOST: - [30 Day Money Back Guarantee only].

Please package your item securely, along with your invoice and a completed Returns Form (see below). You can obtain the Freepost Returns Label from www.royalmail.com/returns, attach it to the package and take it to your local Post Office.

Note: FREEPOST return is not available for items over 1m in length and 2kg in weight. For such items, please select option 1 or 3.

3. Return it by CARRIER COLLECTION:

Please call us on 03330 112 112 or email online@screwfix.com to arrange a Carrier Collection. **Please package your item securely, along with your invoice and returns form.** Collections may take place at any time between 8.00am and 6.00pm and someone will be required at the address to hand over the item and sign for the return.

Note: Depending on the circumstances this method of return MAY incur a charge.

Returns Form

Please remember to fill in all the details on the Returns Form. It is especially important to complete your customer details and order number, so we can process your return – without this information there may be a delay in processing any refund/replacement.

Customer Name: _____ Customer Address: _____ _____ _____ _____ Postcode: _____ Telephone No: _____ Order No: _____	Product Code <small>(on original invoice)</small>	Product Description	Quantity Returned	Return Code <small>If faulty, please state why in the Comments Box</small>	Action Required <small>(please tick)</small>	
					Refund	Replace
Faulty Return Comments: _____ _____ _____			Return Codes: 1. Faulty 3. Late Delivery 5. Wrong Quantity 7. Other (Please Specify in Comments) 2. Damaged 4. Wrong Product 6. Changed Mind			