

Customer Returns Form

Office use only: Specflue van collect Carrier collect

Account No.	Please state collection address here if different from you		
Full Trading Name and Address:	trading address:		
Post Code:	Post Code:		
Contact Name & Tel No.:	Contact Name & Tel No.:		

Preferred collection day/time:

Qty	Dia.	Description	Product Code	Our ref.	Reason for return

Return completed form via email: sales@specflue.com or fax to 0845 130 7555

$\ \square$ Please complete and return this form with as much information as possible.	This will allow us to process your returns and credit your account
quickly and efficiently.	

□ Cash customers only – a credit note will be issued to you after your returns have been processed. This credit will remain on your	
account for you to offset against future orders. However, if you require an immediate refund, please tick the adjacent box.	

[□] Specflue will normally apply a re-stocking charge of 20% for returned goods that are no longer required. This charge is not applicable where Specflue has supplied the wrong item, goods have been received damaged, or where we have been found at fault in handling your original order.

[□] Specflue will notify you within 48 hours, in writing (via email or post), if the goods you return are not suitable for resale. We will always offer to return these goods to you, but this offer will be withdrawn after 3 weeks of receipt of your goods – after which time the goods will be discarded.