

Unipart Autostore Returns Form

RETURNS FORM

PLEASE READ THE FOLLOWING RETURNS PROCEDURES CAREFULLY. ALL RETURNS MUST BE ACCOMPANIED BY A FULLY COMPLETED RETURNS FORM.

UNSUITABLE GOODS

- If you receive an item that is unsuitable for its intended purpose you must return the item within 28 days.
- The item must be in its original, undamaged packaging and unused.
- You can return the item by your own courier or we can arrange collection of the item/s.
- There is a charge for this service. Please call for the latest rates.
- Please indicate on the Returns Form whether an exchange or refund is required.
- In the case of an exchange please confirm acceptance of the additional shipping charge for the replacement item by calling us on +44 (0)2476 427 342.
- If you would like us to arrange a replacement for an exchange, please contact us at customer.services@unipartautostore.com or by calling us on +44 (0)2476 427 342.
- If you return any unsuitable item/s and have not adhered to the procedures set out above, it could affect your right to an exchange or refund.
- All refunds will be processed within 30 days as stated in our terms and conditions.

INCORRECT GOODS

- If you receive incorrect goods or goods significantly misrepresented on our website you must inform Unipart Autoparts by email at customer.services@unipartautostore.com or call us on +44 (0)2476 427 342 within 7 days. We will arrange to collect or exchange the item/s at your earliest convenience at our own cost. Please note that all website images are for illustrative purposes only. All images and product descriptions are those supplied by the manufacturer and we cannot be held responsible for their content.
- For any product returned after 28 days from purchase, you will be entitled to a repair or replacement only.

FAULTY/DAMAGED GOODS ON DELIVERY

- If you receive a defective item/s you must inform Unipart Autoparts within 7 days by email to customer.services@unipartautostore.com or call us on +44 (0)2476 427 342. We will arrange to exchange the item/s at your earliest convenience.

FAULTY GOODS AFTER USE

- If you encounter a problem with an item after use please inform us immediately by email to customer.services@unipartautostore.com or call us on +44 (0)2476 427 342. Before we sanction the sending of replacement we will require evidence of the damage and this will be done by sending in some pictures to us via the post or email.
- If you decide to return the goods to Unipart Autoparts of your own choice and a manufacturing fault is confirmed, we will refund your carriage charge to a maximum of £15.00.
- If you require us to make a collection there is a charge, which will be refunded if a manufacturing fault is confirmed.
- Any inspection of faulty goods can take up to 28 days which is part of Trading Standards guidelines for 'luxury goods'.
- Your product will likely come with a 12 month warranty against manufacturing fault unless otherwise specified. Damaged caused by customer negligence or through inclement weather conditions is excluded from all warranties.

These conditions do not affect your Statutory Rights as a consumer.

PLEASE COMPLETE THE FOLLOWING FORM AND INCLUDE WITH YOUR RETURN/RETURNS. NO RETURNS WILL BE ACCEPTED WITHOUT THIS FORM.

Order number: Account Number:

Date Ordered: Name:.....

Date of return: Address:.....

.....

Item Returned	Reason for Return	Exchange For	Requires Inspection	Requires Refund

IF YOUR PRODUCT IS FAULTY, HAS YOUR PRODUCT BEEN FITTED OR USED (please circle)?

YES / NO

if "yes", please contact us for a Warranty Claim form.

Additional Information

Enquiries to customer.services@unipartautostore.com, Tel +44 (0)2476 427 342