

returns information.



Please tell us if you would like a **Refund** or **Exchange** by ticking the applicable box below.



Pack your return parcel well with appropriate packaging material – you can even use the original packaging.



Don't forget to include this form with your return parcel

NEED HELP?

VISIT OUR WEBSITE WWW.TRENTS.CO.UK
YOU CAN ALSO CONTACT OUR SUPPORT TEAM ON
+44 (0)1202 724443 OR EMAIL CARE@CTRENT.CO.UK

CUSTOMER SERVICE CENTRE OPENING HOURS:
MON - FRI 8am - 5pm

ORDER DATE		INVOICE NUMBER		CUSTOMER NAME	
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QTY	STOCK NUMBER	DESCRIPTION	REFUND OR EXCHANGE	REPLACEMENT PART NO.	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
							1. ITEM FAULTY 2. ORDERED WRONG PART 3. NOT NEEDED

Did you receive an incorrect item? Please fill this section:

PRODUCT ORDERED	PRODUCT RECEIVED	REFUND ✓	EXCHANGE ✓

Additional Information

For hassle free returns, please follow these steps. Please see reverse for more information.

- ✓ Keep a note of the returns tracking number
- ✓ Please allow **7-10 days** from receipt of a return for us to process the refund or exchange

Please Note: Failure to follow this process may cause delays in processing your return.
This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 14 days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department.

returns policy.



Partwise Returns Policy

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition within 14 days of receipt. We will issue a refund upon receipt and examination. Items should wherever possible be returned in their original (or similarly robust) packaging with a completed Returns Form.

If you require a different item you will need to place a new order online and return the original item for a refund. If you have ordered the wrong part, i.e. your part number is different, please return the item including a completed Returns Form requesting the correct part and we'll do our best to get one out to you upon receipt. If the new part is unavailable we will refund your order and email to inform you. Return postage charges are non-refundable unless your order was faulty or we sent the wrong part.

Please return items to:

Sales Support Returns, Charles Trent Ltd, 1A Mannings Heath Road, Poole, Dorset, BH12 4NQ

If you are returning anything to us from outside the EU you must complete a customs declaration correctly indicating that the package contains "returned goods" or similar. If your parcel is stopped in UK customs and a charge levied, we will refuse payment and the package will be returned to you. Under no circumstances will we pay customs duty in order to receive back our parts.

Faulty or incorrect items sent from outside the U.K

If you think the item you received is faulty or incorrect, please contact our customer service team by email at care@ctrent.co.uk or by calling +44 (0) 1202 724443 to book in the faulty / incorrect return. We will then advise and assist you with the return. Please include as many details as possible if you are returning a faulty part.

Please allow 7-10 working days from receipt of a return for us to process a refund or exchange. Once a refund is processed you will receive a confirmation email (the email will be sent to the same email address as your order confirmation). After receiving the confirmation email, please allow a further 5-10 working days for the refund to clear into your account. This time frame is dictated by your bank or card issuer and is outside of our control. Your refund will be credited to the same card or payment method with which you made your original purchase. If for any reason this is not possible, (e.g. the card has expired) we will contact you to discuss alternatives.

Faulty or incorrect items sent from within the U.K

If the item you received is faulty or not what you originally ordered, please complete your return form and return to the address above.

Please note, we cannot accept returns that have been damaged due to incorrect fitment.

Return to branch

You may return items purchased online to our site in Poole in the U.K within 14 days of receipt for an exchange, items you wish refunded must be returned to us by post to the above address. If you wish to exchange in branch, you must present your dispatch note or a print-out of your invoice.

Part of order is missing

Regrettably mistakes can happen. If you have received your order and an item is missing, please first check your dispatch note for any indication that the item is being dispatched separately. If the item is not included on the dispatch note, it will be arriving separately.

If the item is listed but not present, please email care@ctrent.co.uk quoting your order number and stating the missing item and we will investigate the matter further.

Return postage

If you are returning a non-faulty item, then the cost of returning the item to us is your responsibility. Please note the item is your responsibility until it reaches us; for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. We cannot refund return items lost in the post.

For more information about returning items to us, please see the information page at www.trents.co.uk or email care@ctrent.co.uk

We have provided an easy return label for you. Simply cut it out and attach it to the front of the packaging you received the part in or a similarly robust packaging alternative:

