

RETURN ORDER FORM

Ron Smith & Co
Returns Department
Unit 32
Great Western Business Park
McKenzie Way
Worcester
Worcestershire
WR4 9GN



STEP 1

PROVIDE PURCHASE AND PURCHASER INFO		
NAME		ORDER NO.
ADDRESS		
CITY		ORDER DATE
POSTCODE		
EMAIL		
PHONE		

STEP 2

RETURN ITEM AND REASON			
ITEM NO.	REASON FOR RETURN	QTY	PRICE

STEP 3

PROVIDE ADDITIONAL COMMENTS optional

STEP 4

ENCLOSE RETURN FORM WITH MERCHANDISE IN WELL-SEALED BOX.
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RETURN POLICY

Thank you for your business.

Following are the terms and conditions that constitute our Return Policy.



RETURNS

- Returns must be initiated within 14 days from the date you received your purchase.
- Items must be in their original state and condition and in the original packaging.
- Include any invoice, packing slip, or proof of purchase as well as this return form.
- Please allow 10 business days for the processing of returned items.
- For large items, contact us for collection. The cost of both postage and collection will be deducted from your refund.

REFUNDS

- Customers will be notified via email upon receipt of returned item.
- An additional email will be sent within 10 business days of receipt regarding the status of the return.
- It may take up to 14 days for a refund to post to the account utilized for purchase.
- A 25% administration fee will be deducted from the value of the refund.

SHIPPING AND HANDLING CHARGES

- Shipping charges applied to the original purchase are non-refundable.
- Shipping costs for returned items are the responsibility of the customer and are non-refundable.

WARRANTY ITEMS

- If your item is faulty or damaged upon receipt. Please contact us at sales@ronsmith.co.uk to arrange collection and repair/replacement.
- There is a nationwide dealer network that may be an easier option than returning your item to us so please contact us first.
- If upon inspection any damage is due to customer misuse, this will be chargeable.

If you need to contact us about your return, please email sales@ronsmith.co.uk