



RETURNS ADVICE

DIECAST · MODELS · HOBBIES · TOYS

Account Name _____

Returns Authorisation No. _____

Return Address
 Clevelands Wholesale Ltd
 Returns Dept.
 Unit 5, Woodcock Hill Industrial Estate
 Harefield Road
 Rickmansworth, Herts
 WD3 1PQ

Product Code	Qty	Reason for Return	Credit (✓)	Replace (✓)

For Clevelands Use

Returns Authorisation No.	Replacement Box Parts Requested	Returnable to Stock	Returnable to Supplier	Scrapped	Suppliers R.A.N./Name

Entered on Returns Log

Notes _____

Date: ____/____/____

Dear Customer,
 We hope that you are delighted with the products that you have ordered and that they not only meet your expectations but the expectations of your customers also.
 Please be assured that we endeavour to pick, pack and despatch products in a way that enable the goods to reach you in perfect condition, cost effectively and efficiently.

In the unlikely event that you feel an item has reached you in an unsatisfactory condition, is missing, lost in transit or stolen prior to receipt, PLEASE follow the advice below in order to affect a timely and cost efficient resolution to the situation.

- OPEN ALL CARTONS CAREFULLY AND CHECK OFF ALL ITEMS AGAINST THE INVOICE.
- DO NOT THROW AWAY OR DISPOSE OF ANY PACKAGING UNTIL YOU ARE HAPPY YOU HAVE ALL ITEMS LISTED.
- NOTE ANY DISCREPANCIES OR DAMAGE THAT IS APPARENT.
- CONTACT US VIA TELEPHONE OR EMAIL WITHIN 3 DAYS OF RECEIPT.
- PROVIDE US WITH AS MUCH INFORMATION AS POSSIBLE REGARDING THE ISSUE.
- KEEP ALL PACKAGING AND IF POSSIBLE CONSIDER TAKING A DIGITAL IMAGE TO BACK UP ANY CLAIM.
- ALLOW US TIME TO INVESTIGATE THE PROBLEM AS WE MAY NEED TO CHECK STOCK AND CONTACT SUPPLIERS OR OUR COURIERS DEPENDING ON THE ISSUE.

We can then review the claim as quickly as possible and may request further information in order to resolve the issue satisfactorily, efficiently and in a timely manner. Claims for theft may require a crime reference number.

All parcels are fully trackable and may arrive at different times due to reasons beyond our control. However providing the following is correct, we can avoid inconveniencing you & delays can be avoided.

- YOUR EXACT & CORRECT DELIVERY ADDRESS & POSTCODE.
- YOUR CORRECT WORKING EMAIL ADDRESS
- YOUR CORRECT AND WORKING MOBILE OR LANDLINE PHONE NUMBER.

Please consider the following options when making a claim. We may be able to offer and agree a % discount to cover any loss or to avoid inconveniencing you with postal returns and associated costs.

- CAN THE ITEM BE REPAIRED EASILY BY YOU?
- CAN THE ITEM BE SOLD ON "AS SEEN"?
- CAN WE PROVIDE A REPLACEMENT BOX OR PART?

If the item is beyond repair or a total write-off, we may consider the following, without the need to return the item.

- SENDING AN EXACT REPLACEMENT ITEM IN YOUR NEXT DELIVERY.
- APPLYING A CREDIT TO YOUR ACCOUNT OR ON YOUR NEXT INVOICE.

In the unfortunate situation where an item needs to be returned we will issue you with a unique returns authorisation number RAN for the specific claim.

- PLEASE COMPLETE THE RETURNS ADVICE NOTE IN FULL WITH RAN AND ACCOUNT NAME (PLACE WITH ITEM).
- PACKAGE UP AND RETURN THE ITEM WITHIN 7 DAYS OF THE RAN BEING ISSUED.
- ONLY USE THE MOST ECONOMICAL METHOD OF RETURN I.E. 2ND CLASS POSTAGE, HERMES ETC.
- RETAIN A CERTIFICATE / PROOF OF POSTING. IT IS NOT NECESSARY TO USE A PREMIUM TRACKING SERVICE.

As we are sure you can appreciate it is within all our interests to minimise costs and wastage associated with lost and damaged items. We would like to thank you for taking the time to consider and follow the above guidelines and in any case we always appreciate your patience, understanding and constructive feedback.

Please see our Terms & Conditions of trade for further information and clarification.

