

# YOUR ORDER AND RETURNS DETAILS

thank you for shopping with home hardware direct

## STEP 1. PLEASE FOLLOW THESE STEPS

- Fill in returns form** – Please complete all sections and place form in package.
- Pack carefully** – Remember you are responsible for ensuring the item(s) arrives safely.
- Attach the label to the package** – Section 3 includes your return address label. Make sure the returns address is visible and to cover any existing barcodes or labels.
- Dispatch at your earliest convenience** – Please use your shipping method of choice. Parcelhero.com or Parcel2go.com are two options you may decide to use. **Postage will need to be paid.**
- Tracking** – You can track the progress of your parcel using the tracking number that will be given to you on your receipt or email – depending on your method of shipping.

## STEP 2. FILL IN THE PACKING FORM BELOW

(Please complete all sections and place form in package with item(s) for return or exchange)

ORDER DATE:	ORDER NUMBER:	SURNAME:
DD/MM/YY	[ORDER NUMBER]	POSTCODE:

ORDER QTY:	ITEM CODE:	PRODUCT DESCRIPTION:	REFUND REQUIRED:	REPLACE- MENT REQUIRED:	RETURN QTY:	RETURN CODE* (SEE BELOW)
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		

<b>WANT A REPLACEMENT PRODUCT?</b>	<b>*REASON RETURN CODES (ENTER ABOVE)</b>	
If you have received the incorrect item/order, faulty or damaged item, please mark an 'X' under Replacement Required and we will resend the affected item(s) free of charge.	1. Arrived too late 2. Faulty 3. Incorrect item received	4. Item damaged on arrival 5. Unwanted 6. Wrong order received

## STEP 3. RETURNS LABEL

ATTACH SECURELY TO PACKAGE AND ENSURE POSTAGE HAS BEEN PAID



Home Hardware Direct  
26a Dalry Road  
Ardrossan  
North Ayrshire  
Scotland  
KA22 7GQ

# RETURNS LABEL

Please ensure postage has been paid