**MAP UK**
Unit 12, Lakes Farm, Off Queen Borough Lane, Rayne,Essex, CM77 6TE
Tel : 08715 088773
Fax : 01376 347800

# RETURN FORM

Your Details : Please complete these details fully so we can process your return without delay :

| | | | |
|---|---|---|---|
| Order Ref or Despatch No | : | Date of Purchase | : |
| Name | : | Contact Tel No | : |
| Company Name | : | Fax No | : |
| Address | : | Mobile Tel No | : |
| Returns No | : | Email Address | : |

**PLEASE NOTE - NO REFUND WILL BE MADE UNLESS AN OFFICIAL RETURNS NUMBER IS OBTAINED.(PRIOR TO RETURNING THE GOODS TO MAP (UK).**

Postcode :

Items Returning : Please give details of the items being returned along with the reason for return. Please see our return terms and conditions below before sending back any items:

| Part No | Description | Quantity | Reason for Return | Details of fault or problems with item |
|---|---|---|---|---|
| | | | | |
| | | | | |

**Do you require :** Replacement Items _____ or Refund _____ (Please tick one. If returning faulty items refunds will usually only be offered for items less than 30 days old, please contact us details.)

**Please detail my replacement items below even for direct replacement of the same items as above :**

| | | | |
|---|---|---|---|
| | | | |
| | | | |

In order to process a return for goods that are not a direct exchange for the same item we will need your card number, security number and expiry date. Failure to supply your card details will result in your exchange not being processed. This does not apply to refunds.

| | | |
|---|---|---|
| Card No: | 3 Digit Sec No: | Expiry Date: |

Please complete and enclose this form with your returned goods to **MAP UK, Returns Department,**
**Unit 12, Lakes Farm, Off Queen Borough Lane, Rayne, Essex, CM77 6TE**

**IMPORTANT - Terms & Conditions :**
All of our products are covered by a manufacturer's warranty covering both faulty materials and faulty workmanship, it does not cover general wear and tear or damage.

Please note that we will cover the cost of return where the item is faulty or an error occurred on our part. **This return cost should not exceed £7.50 without authorisation from us as we may opt to**
arrange for a collection of the item. Please note that collections can only be arranged for certain items depending on their type and weight.

Please note that we cannot be held responsible for lost returns so please ensure you return them via an appropriate courier or insured method as we do not accept any liability until received by us.

Goods should be returned in their original packaging where possible, with adequate extra protection to ensure that the goods and packaging reach us in good condition.

**Unwanted Items :** Items ordered but not required may be returned providing that you do so within 7 days of receipt in an unused and fully unopened / packaged condition. Opening the packaging of an unwanted item will constitute use of that item as it will not be in resaleable condition and a return will be refused on that basis.

**Delivery charges :** Please note that delivery charges are non refundable in the event of an unwanted item being returned. Where an order is placed under special delivery arrangements any delivery charge is non refundable in the event of a return for any reason.

**Manufacturer's Warranty :** Please contact us before sending back your faulty goods. Many brands will be covered by a manufacturer's warranty that enables faulty goods to be collected and repaired or replaced as applicable by the manufacturer.

**IMPORTANT : Please allow up to 28 days for your return to be processed.**