

# EXCHANGES/RETURNS FORM

**PolesAndTracks.co.uk**  
**Unit 19, Enterprise Centre**  
**Moniton Trading Estate**  
**West Ham Lane**  
**Basingstoke, RG22 6NQ**

**Return Instructions**

At PolesAndTracks.co.uk we want you to be delighted each time you shop with us. Occasionally though, we appreciate that you may want to return items. If for any reason you are unhappy with your purchase you can return it to us in its original condition and in its original, undamaged, retail packaging, **within 14 days**, and we will issue a full refund for the price you paid for the item(s). You can, of course, return items if they are defective. If you are returning an item because of an error by us or because it is defective, we will be happy to refund the cost of the return, otherwise you will be responsible for this charge. Our Returns Policy may be seen at [www.PolesAndTracks.co.uk/acatalog/info.html#Returns](http://www.PolesAndTracks.co.uk/acatalog/info.html#Returns)

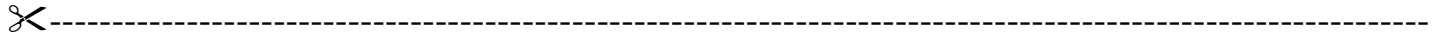
**PLEASE DON'T PHONE US TO TELL US YOU ARE EXCHANGING OR RETURNING GOODS UNLESS YOU HAVE A SPECIFIC PROBLEM.**

Please fill in the form below detailing the items that you are returning and any items you would like in exchange. Wrap the package securely, include the completed form and send to the address above. Cheque and credit/debit card refunds will be processed on receipt of returns.

We regret we cannot be held responsible for non-delivery of returned goods and, for your protection, suggest that adequate POSTAL INSURANCE COVER is obtained when returning anything.

**Problems and Questions?**

If you have any questions regarding your order, please e-mail us at: [customerservices@polesandtracks.co.uk](mailto:customerservices@polesandtracks.co.uk)  
 You may also contact us via: Tel: 01256 957043



<b>Return Form</b>				<b>ORDER NO:</b>		
EXCHANGE ✓	REFUND ✓	RETURN CODE	PRODUCT REF.	DESCRIPTION (Name of product, colour, diameter, length)	QTY	PRICE
<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"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					

**HOW TO RETURN OR EXCHANGE AN ITEM**

(1) Quote the order number which was stated on your online order acknowledgement. [If you didn't order online, you may not have an order number so please state the invoicee name and postcode.] (2) Tick 'Refund' or 'Exchange'. (3) Enter the appropriate Return Code [a-f from the codes below]. (4) Enter product reference, description, quantity & price. (5) If you require an exchange, enter details below. (6) Enclose form in your parcel.

a. Colour    b. Wrong goods    c. Too late    d. Order Cancelled    e. Faulty - please give detail overleaf    f. Other - please give detail overleaf

EXCHANGE ONLY:	Item Code	Description (Name of product, colour, diameter, length, bracket style e.g. a, b or c)	Qty	Price
Enter details of exchange item(s) required in the boxes to the right				

**SUB TOTAL**

**PAYMENT METHOD**    Mark appropriate box below thus

Cheque/Postal Order, made payable to **Poles and Tracks** (please write your name, address and cheque guarantee card number on the back of the cheque)

Credit/Debit card

**P & P:** Orders over £50 to UK mainland (except Scottish Highlands) - **FREE**  
 : Orders up to & incl. £50 to UK mainland (except Highlands) - £7.75  
 : rates to locations other than above - can be found at  
[www.polesandtracks.co.uk/acatalog/info.html#shipping\\_and\\_handling](http://www.polesandtracks.co.uk/acatalog/info.html#shipping_and_handling)

**TOTAL £**

**LESS GOODS RETURNED**

**Payment /Refund due £**

Card No   

Security Code (last 3 digits from signature strip on back of card)

Ex. Date

Iss. No