

# YOUR ORDER AND RETURNS DETAILS

**Thank you for shopping with Toolstation.**

## **STEP 1. PLEASE FOLLOW THESE STEPS**

1. **Include the packing form below** - Place the form inside the box with the item(s) you are returning.
2. **Pack carefully** - Remember you are responsible for ensuring the item(s) arrives safely.
3. **Attach the label to the package** - Make sure the returns address is visible and to cover any existing barcodes or labels.
4. Dispatch at your earliest convenience - Please take your parcel to your nearest post office which you will be able to find on [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder). **Postage will need to be paid.**
5. You can track the progress of your parcel using the tracking number that will be given on your receipt when you drop off your parcel.

## **STEP 2. FILL IN THE PACKING FORM BELOW**

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

<b>ORDER DATE:</b>	<b>ORDER NUMBER:</b>	<b>SURNAME:</b>
DD/MM/YY	[ABC123456789]	POSTCODE:

ORDER QUANTITY:	PRODUCT CODE:	PRODUCT DESCRIPTION:	REFUND REQUIRED:	EXCHANGE REQUIRED:	RETURN QTY:	RETURN CODE* (SEE BELOW)
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO		
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO		
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO		
			<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO		

<p><b>WANT TO EXCHANGE A PRODUCT?</b></p> <p>If you have received an incorrect item or the parcel is damaged on arrival or faulty please mark an 'x' in exchange and we will resend out the affected product(s) free of charge.</p>	<p><b>*REASON RETURN CODES (ENTER ABOVE)</b></p> <ol style="list-style-type: none"> <li>1. Arrived too late</li> <li>2. Faulty</li> <li>3. Incorrect item received</li> <li>4. Parcel damaged on arrival</li> <li>5. Unwanted</li> <li>6. Wrong order received</li> </ol>
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## **STEP 3. RETURNS LABEL**

**ATTACH SECURELY TO PACKAGE AND ENSURE POSTAGE HAS BEEN PAID**

**Toolstation**  
**Returns**  
**2, Express Park,**  
**Bristol Rd,**  
**Bridgwater**  
**TA6 4RN**

# RETURNS LABEL

Please ensure postage has been paid