

Flying Spares Return Form

RETURNS WILL NOT BE PROCESSED UNLESS THIS FORM IS FULLY COMPLETED

Please complete details below & Include this form with your returned parts

DATE:		CUSTOMER NAME:		CUSTOMER REF:		RETURN DISCUSSED WITH: (IF APPLICABLE)	
-------	--	----------------	--	---------------	--	--	--

PART NO	DESCRIPTION	QTY	RETURN CODE*	INVOICE REF	DETAILS (IF REQUIRED)

*RETURN CODES			
01 Wrong Part Sent	05 Parts Not Needed	09 Poor Quality	13 Surcharge Unit/Core Exchange
02 Wrong Part Ordered	06 Damaged	10 Incomplete	14 Other (Please Specify Below)
03 Wrong Quantity Sent	07 Not As Described	11 Does Not Fit	
04 Wrong Quantity Ordered	08 Own Unit	12 Failed In Use	

OTHER REASON FOR RETURN:.....

ACTION REQUIRED - PLEASE TICK (✓)			
REFUND/CREDIT:	<input type="checkbox"/>	OTHER: (PLEASE CLARIFY):.....	
REPLACEMENT:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	ALREADY SENT <input type="checkbox"/>

Flying Spares Limited
RETURNS DEPARTMENT
Rossendale House
Station Road Industrial Estate
Market Bosworth
Warwickshire
CV13 0PE
United Kingdom

Returns & Exchange Policy

RETURNS POLICY

1. If you are returning a part to us, for whatever reason, a copy of the original invoice &/or this returns note, fully completed, must accompany the parcel. Items returned in excess of 30 days from invoice date will only be refunded at the discretion of Flying Spares.
2. Return freight must be paid by the customer
We can arrange collection via UPS. Please call 01455 299786 for details or email despatch@flyingspares.co.uk
3. If the return is due to a fault by Flying Spares then the freight will be reimbursed.
4. Parts correctly supplied that are returned for credit through no fault of Flying Spares, will be liable to a 15% handling charge. Please note that parts specially ordered on behalf of a customer from Bentley Motors/Rolls-Royce Motors may not be accepted for credit if these parts cannot be returned to Bentley.
5. Warranties against faulty parts are limited to the value of the original part and will not cover any costs incurred for labour, failure or a related component failure due to incorrect installation or misuse of the component.

EXCHANGE UNITS

1. Refunds for exchange units will only be given if we receive a complete, undamaged, rebuildable core unit.
2. Core units must be clean & empty of all fluids. Please use bag provided with new units.
If parts are missing there may be a deduction to the final credit. We will contact you if this is required.
3. The customer is responsible for the cost of returning the exchange unit.
4. A copy of the original invoice &/or this returns note must accompany the parcel.

For further Conditions of Sale, visit www.flyingspares.com/terms-and-conditions

For issues regarding returns, please call 01455 299786 or email returns@flyingspares.co.uk
For sales enquires, please call 01455 292949 or email sales@flyingspares.co.uk