



Your independent spares specialists

Returns Form

Please complete **ALL** sections below. Completed forms should be emailed to returns@hrptrade.co.uk and a returns reference will be supplied with instructions of how to return the part(s). Any incomplete forms will be refused including any parts sent back without a returns reference being obtained first. Full details of our returns procedure can be found on our website.

If you have multiple parts to return on multiple invoice numbers then a form needs to be completed for each invoice

Company Name:

Contact Name:

HRP Trade Invoice Number:

HRP Trade Order Number:

Customer Returns Reference:

If an item is being returned under warranty/alleged faulty the following three questions must be answered.

- 1.) Date supplied to your customer:
- 2.) Date returned by your customer:
- 3.) Faulty out of the box: YES / NO

Part Number	Faulty/Delivery Error/Not Required	Fault Description

Return Address: 1 Lonebarn Link, Springfield Business Park, Chelmsford, CM2 5AR

Returned Goods Procedure

Goods Not Required:

- Goods must be in A1 resalable/unused/unopened condition and the supplier packaging must not be defaced in any way.
- Goods can only be returned if purchased within the last 30 days from HRP Trade
- Goods not meeting this requirement will be returned, possibly incurring a carriage charge
- Goods must be listed as an 'in stock' item on our website – specials are non-returnable
- PCB's and any gas carrying or gas controlling parts are non-returnable
- A returns form will need to be completed and emailed to returns@hrptrade.co.uk to obtain a returns reference
- Once approved, you will be supplied a returns reference and be advised of any restocking charges.
- Goods must be packaged sufficiently to ensure safe arrival with the returns reference included on the returning paperwork
- It is the responsibility of all merchants to return unwanted goods back to HRP Trade as their own expense
- Once inspected and approved a credit will be raised on your account

Faulty Goods:

- Items alleged faulty must be returned within 12 months of their original order date
- A returns form will need to be completed and emailed to returns@hrptrade.co.uk to obtain a returns reference
- Once approved, you will be supplied a returns reference and instructions on returning the goods
- Goods must be packaged sufficiently to ensure safe arrival with the returns reference included on the returning paperwork
- Once received back, the alleged faulty goods will be returned to the manufacturer for testing
- Based on the manufacturer findings, a credit will be raised on your account or if goods are proven not to be faulty they will be returned back to you, possibly incurring a carriage charge
- If replacement goods are required, a new order must be raised.