



TEL: +44(0)1900825825

EMAIL: SALES@PLANET-KNOX.COM

ADDRESS: KNOX, UNIT 5, DERWENT MILLS, COCKERMOUTH, CUMBRIA, UK, CA13 0HT

**RETURN TO - KNOX, UNIT 5, DERWENT MILLS, COCKERMOUTH, CUMBRIA, UK, CA13 0HT**

If new then the product must be returned in the original packaging and be in "New" condition.

If the product is being returned under warranty then please return in a clean condition.

**Enclose proof of purchase or receipt with this form.**

Customer Name: \_\_\_\_\_

Post Code: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No: \_\_\_\_\_

**Return Reference No:** \_\_\_\_\_

PRODUCT DESCRIPTION (1)	QTY	SIZE	COLOUR
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**REASONS FOR RETURN**

- Exchange in size or style needed (GIVE DETAILS)
  Wrong size ordered
  Didn't like the style
  Sent in error
  Unsuitable
  Faulty (GIVE DETAILS)

**ADDITIONAL DETAIL**

PRODUCT DESCRIPTION (2)	QTY	SIZE	COLOUR
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**REASONS FOR RETURN**

- Exchange in size or style needed (GIVE DETAILS)
  Wrong size ordered
  Didn't like the style
  Sent in error
  Unsuitable
  Faulty (GIVE DETAILS)

**ADDITIONAL DETAIL**

PRODUCT DESCRIPTION (3)	QTY	SIZE	COLOUR
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**REASONS FOR RETURN**

- Exchange in size or style needed (GIVE DETAILS)
  Wrong size ordered
  Didn't like the style
  Sent in error
  Unsuitable
  Faulty (GIVE DETAILS)

**ADDITIONAL DETAIL**

**KNOX WARRANTY TERMS AND CONDITIONS**

Knox products have a warranty of 12 months from date of delivery. In the event of any article being faulty in materials or workmanship, we undertake to replace or at our option repair the article free of charge, subject to the below. This warranty does not apply to any faults that happen because of any of the following: **(A)** damage due to normal wear and tear; **(B)** deliberate or willful damage, abnormal storage or use, accident, negligence by you or by another person; **(C)** if you fail to use the products in accordance with the instructions provided; **(D)** any adjustment you have made to the product, or alteration by you or someone else who we have not authorised. Our liability is limited to such replacement or repair, which shall be deemed a complete fulfilment of our contract. In the event of any article being faulty in materials or workmanship when delivered, notification must be made to us within 7 days and we are to be allowed a reasonable time to enable us to replace or repair any article, providing that all faulty articles are returned to us in the state in which they were supplied by us. We shall be under no liability for faulty parts damaged in transit whether due to unsatisfactory packaging or otherwise.

**KNOX USE ONLY**

METHOD OF CARRIAGE: \_\_\_\_\_

DATE PRODUCT RECEIVED: \_\_\_\_\_