

Clark Engineering Online Returns and Replacement Form

Please complete the following details as per your original delivery note/invoice. If you require a replacement item, please also complete the 'Replacement Required' section at the bottom half of this form. Please return this form, together with the goods in question to:
Clark Engineering, Wm Clark and Son (Parkgate) Ltd, Parkgate, Dumfries, DG1 3NB. Tel: 01387 860 241.



Name _____ Order No: _____

Invoice Address: _____ Contact Telephone No: _____ Email: _____

_____ Comments: _____

_____ Postcode: _____

Item(s) Returned

Qty	Description of Goods	Product Code	Cost per item	Total Cost

Reasons for Return (Please tick):

A - I ordered the wrong item	D – The item is damaged*	G – I don't like the item any more	* Important – please use the comments area above to describe the fault/damage. Please use separate sheet if necessary.
B - I ordered the wrong size	E – The item is faulty*		
C – The item did not meet my expectations	F – Clark have sent the wrong item		

Replacement Required? Please enter details of the required replacement item you require in the box below. This does not guarantee that the item will be available when we receive your returned items with this form, however we will contact you if your desired item is not available.

Qty	Description of Goods	Product Code	Cost per item	Total Cost

Please note that if you are replacing an item with one of a higher value, Clark Engineering will need to contact you to process the additional payment. If we are replacing an item that was incorrectly ordered by you, an additional delivery charge will be made. Please make sure you provide us with a day time contact telephone number.

If you have any queries regarding returns or replacements, you can contact us by telephone: **01387 860241** or email: webmail@clark-engineering.com