

Returns Request Form



In order for us to process your request we need some information from you. Please fill out the below in as much detail as you can. If there is anything missing, we may need to return the form before we can process your request.

If your return is in relation to a worked on door you do not need to fill in this form, please email our customer service team outlining your concern and attach supporting photographs; customerservices@xljoinery.co.uk

Account Name:

Delivery Note Number:

Purchase Order Number:

Delivery Date:

Date of Request:

Name of Requester:

Please tick those that apply...

Our Product Code	Quantity	Order Error*	Picking Error**	Cancelled Order	Order Duplication***	Face Damage	Manufacturing Fault

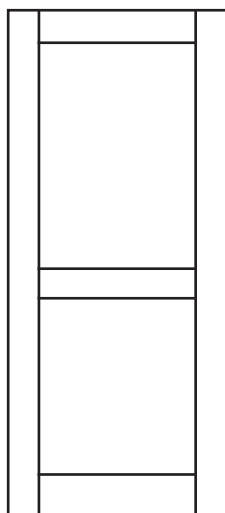
*If your request is in reference to an order error, please confirm the product originally ordered.

**If your request is in reference to a picking error, please confirm product received.

*** If your request is in reference to order duplication, please confirm the details this has been duplicated with.

Remember photographs will be needed for face damage and manufacturing fault claims.

Please use the diagram below to indicate the location of the defect being reported and provide any additional information below.



Please state below relevant details regarding the issue with the product

Additional Information:	Yes	No
Has the item been returned with the delivery driver? <i>Please remember to place a new order with our Sales Team as this will not be done automatically.</i>		
Is the item in A1 Condition?		
Is the item in the original packaging?		
Is the item at the original delivery address? <i>If a return is attempted and the product is not available the request will be cancelled. Any reorganised collections will be subject to additional charges.</i>		
Does the item need replacing? <i>Please advise details if you have already placed the order.</i>		
Please note we cannot accept returns requests for edge damage unless this has been noted on the POD on receipt of delivery.		

Once complete please email this completed form to: returns@xljoinery.co.uk in order for your request to be reviewed. Please allow 48 hours for any returns request to be investigated.



ISO 9001
Quality Management

ISO 14001
Environmental Management

FM 518105

EMS 578330