

Product Return Request Form

In order to process any request for the return of goods to Phoenix, the following information must be completed in full and faxed to us on 0113 201 2268 or e-mailed directly to our returns department:
returns@phoenix-uk.co.uk

We regret that in the absence of the required information, or products not being in their original packaging then no collection will be arranged. If goods returned as not required, then we will apply a 50% restocking charge to the credit note issued, as per our terms and conditions of sale.

Goods returned in a condition other than stated below will be refused credit and appropriate carriage charges will be invoiced directly to customer.

Any carriage charges incurred by Phoenix as a result of product(s) not being available for collection will be invoiced directly to the customer.

Please provide our CS log number for any item being returned due to a reported after sales issue. Failure to do so may result in credit or collection being refused.

Do you require a replacement product?	YES	NO
Replacement Order Number:		
Do not send an additional order for any item requested for replacement.		
Date Of Request:	Company Name:	
Collection Address:	Phoenix Delivery Advice Number:	
	Phoenix Invoice Number:	
Product Code:	Reason For Return:	
Product Description:		
Are the goods available for collection?	YES	NO
Are the goods in original packaging?	YES	NO
Has any installation commenced?	YES	NO

Details of person completing returns request form:

Name: _____ Signature _____ Position: _____

Tel No: _____ Fax No: _____ Email: _____

Please return all requests by fax on 0113 201 2268 or E-mail:

returns@phoenix-uk.co.uk