



Head Office Tel: 01603 720713 | Head Office Email: [sales@bearingboys.co.uk](mailto:sales@bearingboys.co.uk)  
Scotland Branch Tel: 01292 876008 | Scotland Branch Email: [scotland@bearingboys.co.uk](mailto:scotland@bearingboys.co.uk)  
Midlands Branch Tel: 01384 439021 | Midlands Branch Email: [midlands@bearingboys.co.uk](mailto:midlands@bearingboys.co.uk)  
Website: [www.bearingboys.co.uk](http://www.bearingboys.co.uk)

## **Bearingboys Ltd Returns Form**

### **Customer Details**

Customer Name	
Company Name (if applicable)	
Contact Phone Number	
Contact Email	

### **Order Details**

Order Number	
Order Date	

### **Item(s) Being Returned**

Item Description	Quantity	Reason for Return

#### Return Reason Codes

A – Incorrect item supplied

B – Damaged in transit

C – Faulty item

D – Ordered in error

E – Other (please specify): \_\_\_\_\_

Additional Notes

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Signed		Name	
Date		Position	

**Bearingboys Ltd, Unit 8 Mission Road, Rackheath Industrial Estate, Rackheath, Norfolk, NR13 6PL**

**Bearingboys Ltd, Unit 2, 12 Boundary Road, Ayr, KA8 9DJ**

**Bearingboys Ltd, Unit 15 Old Forge Trading Estate, Dudley Road, Stourbridge, DY9 8EL**

**Registered in England 5900054 VAT No 762 8008 28**

**EORI Number GB762800828000 DUNS Number 516199663**



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## **Terms and Conditions**

- Goods must be returned in **“as new” condition**, packaged with sufficient padding to prevent damage in transit.
- Use the same outer packaging they arrived in or packaging of similar quality and design.
- Do **not** write on or damage individual product packaging, as this may affect your return and could result in denial or a handling charge.
- Damaged (including transit damage), modified, or used goods cannot be refunded.

### **Special Orders**

Only items listed on our website are eligible for returns. Anything specially sourced or ordered in special quantities must be agreed to by Bearingboys prior to returning. If agreed, a **handling charge will apply**.

### **Refunds**

The agreed refund amount will be processed via the original payment method.

### **Returns Beyond 14 Days**

All goods returned **after 14 days** may **not be accepted** or will incur a **20% handling/restocking charge**, unless agreed in writing prior to sending goods back.

### **Delivery Charges**

- If you return something due to an error on our part or because it arrived damaged or defective, we will refund the delivery charge (if applicable) and cover your return costs. Please keep proof of postage.
- If we find no fault with returned items, we reserve the right to re-charge you for the item(s) and recover our fees and expenses.
- Where there has been no error on our part, we cannot refund the original carriage charge or your return cost.

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