



CUSTOMER NAME

ORDER DATE	ORDER NUMBER

ITEM CODE	DESCRIPTION	QTY	RETURN QTY	REASON CODE	REASON FOR REFUND
					<p>Please select the reason for returning your item(s) from the reason codes below and enter it in the relevant 'Reason Code' box, returning the completed document inside your parcel.</p> <p>A. Damaged Packaging/ Product B. Doesn't fit properly C. Faulty product D. Late delivery E. Missing parts F. No longer needed / wanted G. Not as described in product information H. Ordered more than one size I. Quality not as expected J. Incorrect item sent K. Other*</p>

*Other

28 day returns

Have a question about any of your items? Please contact your local store for help and advice - just go to www.halfords.com/storelocator to find their contact details.

If you do need to return some or all of your order Halfords offers a 28 day returns policy. For all our returns options please see the table below. This does not affect your statutory rights. For full terms and conditions please go to www.halfords.com/returns.

PO NUMBER (Internal Use Only)

ORDER TYPE	RETURN OPTION(S)	COST	ADDITIONAL INFORMATION	REFUND / EXCHANGE OPTION
Collected & paid In-store	In-store	Free	Don't forget to bring your till receipt with you as proof of purchase along with this form.	Refund or Exchange
Home or Work delivery paid online	In-store	Free	Don't forget to bring your email invoice as proof of purchase, this form and the credit / debit card used online.	Refund or Exchange
	By post	Customer's own expense	Please fill in the table overleaf and return this note with your item(s).	Refund only
	By Courier (Large items e.g. Adult Bike, Tool Chest, Roof Box)		Repackage using the original packaging and use the address label overleaf. Keep your proof of postage until your refund has been processed.	
	£7 charge applies		Please contact our Customer Services team using the information below if you would like to discuss this option further.	

Halfords National Returns Centre
 Icknield Street Drive
 Washford West
 Redditch
 Worcestershire
 B98 0DE

If you need any further help you can contact Customer Services by filling out our handy online form at www.halfords.com/contactus or by calling us on 0345 504 53 53

It's easy to shop with Halfords



If your item's in stock & in store you can collect after 1 hour. If not, we can deliver it to the store for collection the very next day*.



Get your item delivered to your home, work or alternative address. Order online for next day delivery* (delivery charges apply).

*Exclusions apply - Please see www.halfords.com for further information

Tell us how we did!

Review your purchase on Halfords.com/reviews and win!

Tell us about the products you bought - what makes them great and what doesn't! Rating a product helps others choose and us to make critical improvements. For more information - and details of prizes - go to Halfords.com/reviews or simply scan the QR code below with your smartphone



Reviews

Scan the QR code or visit www.halfords.com/reviews



In-store

Purchased your item in-store? We'd love to hear how you got on! Scan the QR code or visit www.tellhalfords.com

Registered Office - Icknield Street Drive, Washford West, Redditch, Worcestershire, B98 0DE
Registered in England & Wales (Company Number 103161)

Backer Patch

halfords

Your Delivery & Returns Info

Thank you for shopping with Halfords.

We're sure you'll be really happy with your purchase. However if you do need to return anything for any reason, read the information inside this leaflet and fill in the details on the form.

www.halfords.com