CUSTOMER RETURN FORM

Thank you for your return request with Trailparts. To avoid delays when processing your return, please include this form with the goods being returned.

IMPORTANT: Please contact Trailparts before returning any product. A Return Authority Number (RAN) must be issued before goods are returned.

CUSTOMER DETAILS

COMPANY		**RAN**	
NAME		**EMAIL**	
PHONE		**DATE**	

SALES ORDER INFO

SO REF		**PO REF**	
INV REF		**TRAILPARTS REP**	

REASON FOR RETURN (Please Tick One)

☐ No Longer Required	☐ Incorrect Items Received
☐ Ordered in Error	☐ Product Appears Faulty
☐ Trailparts Sent Wrong Item	☐ Other (please explain below)

Reason / fault details:

ITEMS RETURNING TO TRAILPARTS

SKU / PRODUCT CODE	DESCRIPTION	QUANTITY

REQUESTED ACTION

☐ Credit ☐ Replacement ☐ Warranty Assessment ☐ Repair / Rework ☐ Other: _____

ADDITIONAL NOTES:

RETURN INSTRUCTIONS

Do not return goods until a RAN has been issued. Clearly mark the RAN on the package and include this completed form with the goods.
Goods should be securely packed to prevent damage in transit. Credit, replacement or warranty assessment begins once the goods are received, identified and assessed.

Final eligibility, return window, restocking fee and freight treatment are subject to the approved Trailparts Customer Returns / Credit Return Policy.