



# DJM DIRECT

A DIVISION OF TIMOTHY WOOD LIMITED

## Returns Form

### Order Details:

| Customer Name | Customer Order Number | Invoice Number |
|---------------|-----------------------|----------------|
|               |                       |                |

When returning, please ensure all goods are returning in original packaging and condition.

| Quantity | Product Code | Product Description | Return Code |
|----------|--------------|---------------------|-------------|
|          |              |                     |             |
|          |              |                     |             |
|          |              |                     |             |
|          |              |                     |             |

### Additional Notes:

| Return Codes  |
|---|
| 1 - Unsuitable for Intended Purpose                     |
| 2 - Ordered by Mistake                                  |
| 3 - Incorrect Quantity Ordered                          |
| 4 - Incorrect Item Received                             |
| 5 - Late Delivery                                       |
| 6 - No Longer Needed                                    |
| 7 - Damaged/Faulty (Please explain in Additional Notes) |
| 8 - Other (Please explain in Additional Notes)          |

### Returns Policy:

In the unlikely event that an item does not meet your expectations, you can obtain a replacement or full refund - provided the product is returned unused, in its original packaging and includes any accessories or fittings provided within 30 days of purchase date (excluding special orders or made to measure items). Only if the return is a result of our error will your delivery costs be refunded. Your statutory rights are not affected.

### Faulty/Damaged Goods

If an item is received faulty or damaged, we need to be notified within 7 days of delivery of goods. For some products we may recommend contacting the manufacturer to get the faulty goods returned for repair/inspection.

Please see our full returns policy on [www.djmdirect.com/pages/returns-policy](http://www.djmdirect.com/pages/returns-policy) or contact us via email [info@djmdirect.com](mailto:info@djmdirect.com) or call **01484 440000** for any help with return.



Please attach this label to the outside of your parcel

Online Returns – DJM Direct  
Units 43-45 Churchill Way,  
Lomeshaye Industrial Estate, Nelson, BB9 6RT  
Tel: 01484 440000

Customer Order Number: