



# 30 DAY RETURNS

Please fill out and return this form with the goods.

## Returns Policy:

- Items that are unused and in original packaging have 30 days from purchase to be returned for a full refund.
- All goods will be inspected on return to ensure they have not been used or fitted before a refund can be actioned.
- Items no longer wanted are to be returned at the customers cost within this time frame with proof of purchase (copy of invoice)
- All customers must complete this form and return with the goods.
- Refunds can take up to 10 working days.
- **If your reason for return applies to the following, please call us immediately on 01268574425 to arrange a return: - Damaged in Transit, Incorrect Item sent, Arrived outside of a reasonable delivery period (Unless a next day is purchased. Not applicable during courier peak times)**

### CUSTOMER DETAILS

Name:..... Contact Number:.....  
 Address ..... Postcode:.....  
 Order Number/Invoice ID:.....

### REASON FOR RETURN

Please tick one box below that applies to you

- Purchased in Error
- Unwanted
- No longer Needed.
- Other (please advise in additional details.)

Additional Details:

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PRINT NAME.....

SIGNATURE.....

DATE.....



# FAULTY ITEMS WARRANTY FORM

Please fill out and return this form with the goods.

**This must be completed and with the goods for your warranty to be valid**

## Faulty Returns Policy:

- All brand new goods are covered for manufacturing faults for up to 12Months or 12,000 Miles which ever falls first. Used goods are covered for 3Months or 3,000 Miles which ever falls first.
- Professional fitting is required for all our products. Failure to do so will invalidate your warranty. Evidence of this will be requested in the event of a warranty claim.
- Warranty is for goods only. No labour, hire costs, or additional fees will be covered by TPUK.
- When fitting TPUK goods, the mileage should be recorded in the form below. Evidence of this will be required for a warranty claim.
- All faulty goods must be returned for inspection prior to a refund or replacement being agreed. This process can take up to 15 working days and a report for the inspection will be issued upon request.
- **If your item is a Turbo, Turbo Cartridge, Injectors, or a Fuel pump please call us immediately on 01268574425 to arrange your return.**

### CUSTOMER DETAILS

Name:.....Contact Number:.....

Address ..... Postcode:.....

Order Number/Invoice ID:.....Email:.....

### VEHICLE DETAILS

Make:.....Model:.....Engine Size.....

Registration Number.....Chassis Number(VIN).....

Date Fitted:.....Recorded Mileage.....

Date Failed:.....Recorded Mileage.....

### DETAILS OF FAULT

Part Number:.....

Description of Part:.....

Details of Fault:

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Tick if you would like the inspection report emailed.

### DETAILS OF GARAGE

Name: ..... Contact Number: .....

Address: .....

PRINT NAME.....

SIGNATURE.....DATE.....