

# Flying Spares Return Form

**RETURNS WILL NOT BE PROCESSED UNLESS THIS FORM IS FULLY COMPLETED**

Please complete details below & Include this form with your returned parts

|       |  |                |  |               |  |  |  |
|-------|--|----------------|--|---------------|--|--|--|
| DATE: |  | CUSTOMER NAME: |  | CUSTOMER REF: |  | RETURN DISCUSSED WITH: (IF APPLICABLE) |  |
|-------|--|----------------|--|---------------|--|--|--|

| PART NO | DESCRIPTION | QTY | RETURN CODE* | INVOICE REF | DETAILS (IF REQUIRED) |
|---------|-------------|-----|--------------|-------------|-----------------------|
|         |             |     |              |             |                       |
|         |             |     |              |             |                       |
|         |             |     |              |             |                       |
|         |             |     |              |             |                       |
|         |             |     |              |             |                       |
|         |             |     |              |             |                       |
|         |             |     |              |             |                       |

| *RETURN CODES       |                       |                                 |                                 |
|---------------------|-----------------------|---------------------------------|---------------------------------|
| 01 Wrong Part Sent  | 02 Wrong Part Ordered | 03 Wrong Quantity Sent          | 04 Wrong Quantity Ordered       |
| 05 Parts Not Needed | 06 Incomplete         | 07 Surcharge Unit/Core Exchange | 08 Other (Please clarify below) |

OTHER REASON FOR RETURN:.....

| ACTION REQUIRED - PLEASE TICK ONE (✓) |                          |
|---------------------------------------|--------------------------|
| REFUND REQUIRED:                      | <input type="checkbox"/> |
| REPLACEMENT REQUIRED:                 | <input type="checkbox"/> |
| NO FURTHER ACTION REQUIRED:           | <input type="checkbox"/> |

# **Flying Spares Limited**

## **RETURNS DEPARTMENT**

Rossendale House  
Station Road Industrial Estate  
Market Bosworth  
Warwickshire  
CV13 0PE  
United Kingdom

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# **Returns & Exchange Policy**

## **RETURNS POLICY**

1. If you are returning a part to us, for whatever reason, a copy of the original invoice (if possible) and this returns form, fully completed, must accompany the parcel. Items returned must be in the original packaging. They must be returned within 30 days of the invoice date (20 days in the case of genuine Bentley parts). Returns outside this period will be processed at the discretion of Flying Spares.
2. Return freight must be paid by the customer. We can arrange collection via UPS. Please call 01455 299909 for details or email [collections@flyingspares.co.uk](mailto:collections@flyingspares.co.uk)
3. If the return is due to a fault by Flying Spares then the freight will be reimbursed.
4. Parts correctly supplied that are returned for credit through no fault of Flying Spares, will be liable to a 15% handling charge. Please note that parts specially ordered may not be accepted for credit if these parts cannot be returned.
5. Warranties against faulty parts are limited to the value of the original part and will not cover any costs incurred for labour, failure or a related component failure due to incorrect installation or misuse of the component.
6. **All kits must be returned complete. Failure to send back all the parts from a kit will result in your return not being processed.**

## **EXCHANGE UNITS**

1. Refunds for exchange units will only be given if we receive a complete, undamaged, rebuildable core unit.
2. Core units must be clean & empty of all fluids. Please use bag provided with new units.  
If parts are missing there may be a deduction to the final credit. We will contact you if this is required.
3. The customer is responsible for the cost of returning the exchange unit.
4. A copy of the original invoice (if possible) and this returns note must accompany the parcel.

For further Conditions of Sale, visit [www.flyingspares.com/terms-and-conditions](http://www.flyingspares.com/terms-and-conditions)

For issues regarding returns, please call 01455 299786 or email [returns@flyingspares.co.uk](mailto:returns@flyingspares.co.uk)  
For sales enquires, please call 01455 292949 or email [sales@flyingspares.co.uk](mailto:sales@flyingspares.co.uk)