



Setting the standard
for construction
contracts

Customer Returns Form (enclose with parcel)

Name: _____

Company Name: _____

Address: _____

Postcode: _____

Telephone: _____ **Email address:** _____

Order Number: _____

ISBN	Item Returned	Qty	Reason (insert code A-E, see below)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Reason for returning item(s):

- (a) Wrong item ordered (d) Goods not as invoice
(b) Damaged (specify in comments below) (e) Other (specify in comments below)
(c) Duplicated item

For reasons (b), (c) and (d) (i.e. return of damaged/incorrectly despatched goods), please complete this returns form and contact our customer services team, by emailing jctcustomerqueries@tr.com to obtain a DPD returns label BEFORE returning your items.

For reasons (a) and (e) (i.e. return of unwanted goods), please complete this returns form and contact our customer services team, by emailing jctcustomerqueries@tr.com for returns instructions

Comments:

Please note: we are unable to refund costs of return postage where items were incorrectly ordered or not required.

☐ I have read and accept the terms and conditions at www.jctltd.co.uk/shop-terms-and-conditions.