



• MODEL RAILWAYS •

**Returns Dept.**  
Hattons Model Railways  
17 Montague Road  
Widnes  
Cheshire  
WA8 8FZ  
Tel. 0151 733 3655  
Fax. 0151 734 4040

### Customer Return Form

Please complete this form and include this with the item(s) you wish to return. Sections highlighted with a (\*) must be filled in.

<b>Customer Name *</b>	
<b>Address *</b>	
<b>Contact number *</b>	
<b>Email *</b>	
<b>Sales order number *</b>	
<b>Purchase Date</b>	
<b>Return Date</b>	

### Return Codes

Code	Faulty?	Resolution
1	No	Refund
2	No	Replacement/ Alternative Item(s)
3	Yes	Refund
4	Yes	Replacement/ Alternative Item(s)
5	No	Other

Please indicate (✓) if you are returning for a Refund or Replacement

* Product Code	Quantity	* Return Code	* Reason for Return (If damaged, please provide a short description of the damage)

- Please ensure the item(s) you are returning are suitably packaged.
- Please retain your postal receipt as proof of postage.