



• 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

<b>1</b>	Item Unwanted	<b>4</b>	Damaged - Replace
<b>2</b>	DCC Fitting - Fitting Missing	<b>5</b>	Damaged - Refund
<b>3</b>	Incorrect Item Received	<b>6</b>	DCC Fitting - Fitting Fault

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

<b>* Product Code</b>	<b>Quantity</b>	<b>* Return Code</b>	<b>* Reason for Return</b> (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.