

- Before you complete this Product Return Form, please read our terms and conditions of sale at [www.rawlinspaints.com](http://www.rawlinspaints.com) in particular conditions 7 and 8.
- You may return a Fire Protection Product only if it is defective. If your product is defective, please complete Page 2 ONLY and email to us for approval. On receipt of a copy of Page 2 signed by Rawlins, please complete Page 1 and follow the remaining instructions below.
- If your Product Return is not a Fire Protection Product, please complete Page 1 only.

<b>Name:</b>	<b>Company Name:</b>
<b>Order Number:</b>	<b>Postcode:</b>
<b>Address:</b>	
<b>Phone:</b>	<b>Email:</b>

**Reason for return - please tick**

- |   |  |
|---|--|
| <input type="checkbox"/> Wrong size                   | <input type="checkbox"/> Incorrect item received |
| <input type="checkbox"/> Item damaged upon receipt    | <input type="checkbox"/> Wrong colour            |
| <input type="checkbox"/> Other (please specify) ..... |  |
| .....   |  |

**Action required - please tick**

- |   |                                 |
|---|---------------------------------|
| <input type="checkbox"/> Replacement              | <input type="checkbox"/> Refund |
| <input type="checkbox"/> Exchange (details) ..... |                                 |
| .....   |                                 |

**Please read the information below, and detach the bottom section of this page to use as an address label.**

- Package up your return securely and include Page 1 and if appropriate page 2 with the package.
- Detach the bottom half of this page and attach as address label.
- We recommend that you use a carrier who offers shipment tracking and that you insure the package for its full value. We are not responsible for any loss or damage to the products during transit. We also advise you inform your chosen carrier of the nature of the product you are returning and provide them with Product Data Sheets (available from the 'DATA SHEETS' tab on all product pages on our website). This is particularly important for hazardous materials which will require appropriate labelling, packaging, handling and paperwork. We'd recommend looking at <https://www.overlandexpress.co.uk/paint-courier> if you're having any trouble finding a courier.



**Rawlins Products Returns**

**Lama Fulfilment**

**Units C1-C4, Junction 7 Business Park**

**Blackburn Road**

**Clayton Le Moors**

**ACCRINGTON**

**BB5 5JW**

# Fire Protection Products ONLY

**Please note:** You may return a Fire Protection Product only if:

- Incorrect item received
- Damaged or defective goods
- Order delivered to an incorrect address

You cannot otherwise return a Fire Protection Product, including for the following reasons:

- No longer required
- Ordered too much or wrong product
- Don't like colour

<b>Name:</b>	<b>Company Name:</b>
<b>Order Number:</b>	<b>Postcode:</b>
<b>Address:</b>	
<b>Phone:</b>	<b>Email:</b>

**Note: Please include a copy of your original order paperwork**

Product(s) and quantity wished to be returned:
Reason for return:
Address where products have been used:
Location of area(s) to treat within building:
Original area in square metres:
Final area in square metres – (if reduced original area above):
Local Authority Building Control:
Building Control Officer Name & Tel. No:

Signed (on behalf of customer):

Print Name:

Date:

Signed (on behalf of Rawlins):

Print Name:

Date:

**Any additional comments**

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