

Wrong or missing item(s) form

If your order arrived with the wrong item(s) in or something is missing from your order, please call us on **01372 478960** within 3 days of delivery so we can put this right.

We apologise for your order arriving wrong. Please bear with us and we will do our best to put it right for you.

Please complete all the details on this form and sign the declaration so that we put this right as efficiently as possible.

Step 01

Invoice Number:

Your Name:

Contact number:

Your Post Code:

Step 02

Please add the item(s) being returned and any notes here that may help us to identify what happened or any problems that you haven't already explained to our Customer Services Team:

continue on a separate sheet if necessary

Need help?

Visit: www.theramppeople.co.uk/contacts
or call Customer Services on **01372 478960**.

Step 03 - Return Declaration

We apologise for your order arriving wrong, but please bear with us. We will put it right for you. Could you now please check, tick and sign this declaration. If you cannot tick all the boxes or have any problems, please call Customer Services on **01372 478960**.

I contacted Customer Services as soon as I received and checked my order

I confirm that this return is unused and well packaged so it is suitable for return:

I confirm that the order was received wrong or missing items(s)

Please sign and date below to confirm you are happy with all the details on this form

Step 04

Lastly, please fold along the two dotted lines so only this panel is visible. Attach to your return with this returns address face-up.

Please return this package to:

WRONG ITEM RETURNS DEPT.
The Ramp People
Unit C3
Sandown Industrial Park
Esher
Surrey
KT10 8BL