

CUSTOMER RETURN FORM

PLEASE COMPLETE IN BLOCK CAPITALS

NAME:

ADDRESS:

TERRA NOVA USE
 RETURN REF:

DATE RECEIVED/REF:

DAYTIME TEL. NO:

E-MAIL:

TERRA NOVA USE
 REPAIR

REPLACE

DATE REQUIRED BY*:

ITEMS YOU ARE SENDING TO TERRA NOVA:

ESTIMATED AGE OF PRODUCTS:

DESCRIPTION OF HOW DAMAGE OCCURRED:

TERRA NOVA USE
 GOODS RECEIVED:

PLEASE LIST THE REPAIRS REQUIRED. PLEASE PLACE A STICKER ON THE DAMAGED AREA (OR GATHER IN AN ELASTIC BAND) TO HELP US IDENTIFY THE AREA THAT REQUIRES ATTENTION.

*Please allow 3 working days for inspection and quotation. With your quote we will indicate how long your repair will take, this will vary depending on the work required and the time of year, however we endeavour to return your repaired tent to you within 10-15 working days of receiving your go ahead. If you require a repair to be completed by a given date, we strongly recommend contacting our Customer Services department before sending your tent to us +44(0)1773 837373 / salesoffice@terra-nova.co.uk.

Please send your repairs to: Terra Nova Equipment Ltd, Hubaco House, Railway View, Coney Green Road, Clay Cross, Chesterfield, S45 9HZ.