

# Returns Form

## 1. Your Details

\* Denotes mandatory fields

Title*	
First Name*	
Last Name*	
Address* (including country)	
Postcode/Zip*	
Contact Telephone Number*	
Email address*	
Heathrow Rewards (WorldPoints) no.	
Airport I.D. pass number (must be completed if you work at the airport)	

## 2. Details of goods being returned

Item Description*			
Purchase date*	Heathrow Terminal*		
Name of retailer as it appears on receipt*			
Proof of Purchase (Indicate which is attached)*:	Till Receipt <input type="checkbox"/>	Bank Statement <input type="checkbox"/>	Card Statement <input type="checkbox"/>
(You must be able to provide at least one of these documents.)			
Reason for return (please tick box):	Faulty <input type="checkbox"/>	Wrong Colour / Size <input type="checkbox"/>	Unwanted gift <input type="checkbox"/>
		Change of mind <input type="checkbox"/>	Other <input type="checkbox"/>
Please comment:			
What would you like us to do with your item? (please tick box):	Replace (for same) <input type="checkbox"/>	Exchange (for different) <input type="checkbox"/>	
	Refund <input type="checkbox"/>	Repair <input type="checkbox"/>	
Please comment:			
Any other information you would like to add			

Please put this completed form with the goods you are returning, inside the parcel

# Returns Form continued

## 3. Dispatch of product

After wrapping the parcel securely, please complete and attach the returns labels below.

Please send the goods in secure packaging by Royal Mail special delivery or by an International recorded mail service. Please do not return the goods by courier. Packages returned via this method can incur customs charges and often result in the delivery being delayed.

Returns label - Cut out below and stick to parcel.....



To:

**Heathrow Retail  
Customer Support Team  
Runnymede Warehouse  
Windsor Road  
Egham, Surrey  
TW20 0AE  
United Kingdom**

Affix to the front  
of the parcel



Senders Details:

Name	
Address	
Postcode/Zip	
Date of purchase	
I have enclosed: Returns Form & Proof of Purchase. Yes <input type="checkbox"/>	

Affix to the back  
of the parcel

Please note that this is not a freepost address and you should pay for postage