

Returns Form

1. Your Details PLEASE USE BLOCK CAPITALS

* Denotes mandatory fields

Title*	
First name*	
Last name*	
Address* (including country)	
Postcode/Zip*	
Contact telephone number*	
Email address*	
Heathrow Rewards number	
Airport I.D. pass number (must be completed if you work at the airport)	

2. Details of Goods Being Returned PLEASE USE BLOCK CAPITALS

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"/>		
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 Guaranteed 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 Shopper Promise Customer Support
1215 Windsor Road
Egham
Surrey
TW20 0AE

Important Courier information: When delivering items, please **do not** go to Goods Inward area. The parcel needs to be delivered to the Main Reception area on the right hand side as you enter.

Affix to the front of the parcel

Senders Details:



Name	
Address	
Postcode/Zip	
Date of purchase	

Affix to the back of the parcel

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