



Before returning a part for service or repair - did you check the online 'how to' videos first? There might be something in there that will help before you have to send it away!

Please complete all sections of this form, with as much detail as is needed. All information is kept confidentially, and will only be used to help us sort your job out. After completing the form, please enclose it with the (CLEAN!) returned part (put it in a bag if it's leaking) We would recommend that you use a recorded service when sending parts back.

NOTE! If sending wheels back, please return them to us in a suitable re-usable box, otherwise there will be a charge for a wheel box!

PLEASE RETURN ALL PACKAGES TO:
 SERVICE/WARRANTY, HOPE TECHNOLOGY, FERNBANK MILL, FERNBANK AVE, BARNOLDSWICK, LANCASHIRE, BB18 5UX. ENGLAND

YOUR DETAILS: PLEASE USE BLOCK CAPITALS (when filling the form in)

These details must be the same as the person who's credit/debit card details we take when the service work is completed. If there is a different return delivery address, please provide it in the appropriate space below. REMEMBER - we will use a courier service to return goods - so please provide a daytime delivery address.

CARD HOLDERS ADDRESS	DELIVERY ADDRESS (IF DIFFERENT FROM CARD HOLDER)
NAME:	NAME:
ADDRESS:	ADDRESS:
POSTCODE:	POSTCODE:
DAYTIME CONTACT NUMBER:	DAYTIME CONTACT NUMBER:
ALTERNATIVE NUMBER:	
E-MAIL ADDRESS:	

PART (S) RETURNED:		
Original invoice / delivery note number goods purchased on: (Please give at LEAST the number, preferably enclose a copy of the original)		
Warranty? <input type="checkbox"/> Service? <input type="checkbox"/> Not Sure? <input type="checkbox"/> Customer Order Error? <input type="checkbox"/> Other? <input type="checkbox"/>	Reason for return: Give us an idea of what you think is wrong or the reason the part is coming back, explaining any problems or anything specifically you think might help to complete the work quickly and correctly	Complete list of parts returned:

Sometimes we may have to do work that you have not requested. We sometimes find things that are not initially known about. To help speed up your job, please indicate below if you would like our technicians to do ANY appropriate work (within reason and at a fair cost) without first contacting you. If something is found that makes a repair un economical - we will of course contact you first.

YES! Go ahead, make it work! <input type="checkbox"/>	NO! Contact me before anything is done! <input type="checkbox"/>
As part of any service work on brakes, the pads will be replaced as a matter of course and are included in the price of the work. Please state which compound you would prefer.	Standard Most applications. Dry weather, general use <input type="checkbox"/> Sintered Wet weather. Lower wear rate <input type="checkbox"/>

NOW!! put this in a bag and return it with your part to the address above. We should return it to you within 3 working days. (We would recommend using Special Delivery to return items) When we have received the part and done the work, we will contact you for payment details. We take payment by all major credit and debit cards. Please make sure that we can contact you during the day for queries and payment details.

PLEASE NOTE: WORK CANNOT BE CARRIED OUT ON DIRTY PARTS, ALL PARTS TO BE SERVICED MUST BE CLEAN!!!