Ashford Business Services Ltd

Customer Return Authorisation Form

Do not return any item until this form has been authorised. Include a copy of the authorised form inside the parcel, and write the authorisation number on the outside of the parcel.

Authorisation details

Authorisation number	Return authorisation number
Date authorised	9 November 2026
Authorised by	Sarah Mitchell
Return deadline	9 November 2026

Customer and order details

Customer name	James Patel
Customer address	14 Oakfield Road, Birmingham B17 9JH
Customer email address	james.patel@ashford-business-services.co.uk
Customer telephone number	01632 960 123
Order number	Order number
Purchase date	9 November 2026

Items to return

List one item per row. Add rows for further items.

Product name	Product code	Quantity	Reason code	Condition of item

Reason codes

Write the code from this list in the reason column above.

Code	Reason
DEF	Defective or faulty
DAM	Damaged in transit
WRG	Wrong item sent
QLT	Quality not as described
CHG	Customer changed their mind
OTH	Other reason, described in the notes below

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Customer notes

Please describe the problem or the reason for return in your own words:

_____

_____

_____

Return instructions

1. Pack each item securely, using the original packaging where possible.
2. Include a copy of this authorised form inside the parcel.
3. Write the authorisation number, Return authorisation number, on the outside of the parcel.
4. Send the parcel to 14 Oakfield Road, Birmingham B17 9JH by Return delivery method.
5. Keep proof of posting until your return has been confirmed as received.

For internal use: receipt and inspection

Date received	9 November 2026
Received by	Sarah Mitchell
Condition on receipt	Condition of the items on receipt
Items match this form	Whether the items received match this form

Disposition decision

Tick one box per item group in the table below, then complete the authorisation signatures.

Item or group	Refund	Replacement	Repair	Store credit
Sarah Mitchell				
Sarah Mitchell				
Sarah Mitchell				

Signatures

Authorised by (signature)	Sarah Mitchell
Date	9 November 2026
Customer signature	James Patel
Date signed by customer	9 November 2026