

returns information.

NEED HELP?

Contact our Customer Services Team on:
01543 431 953
OR
Email: weborders@partsworldgroup.com



Pack your return parcel well with appropriate packaging material - you can even use the original packaging.



Don't forget to include this form with your return parcel.

Name:	<input type="text"/>	Order Number	<input type="text"/>	Email:	<input type="text"/>
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QTY	Part Number	Return Code	Return Codes
<input type="text"/>	<input type="text"/>	<input type="text"/>	<ol style="list-style-type: none">1. Faulty item2. Received incorrect item3. Ordered incorrect item4. Damaged on arrival5. Item does not fit6. Changed my mind7. Other (please state)
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Returns Information

You may cancel your purchase at any time before, or up to **14 working days** after, the day you receive your goods by completing our **Contact us Form**. Once your cancellation has been submitted, you will have an additional **14 working days** to return the goods to us.

"Working days" refers to all days excluding Saturdays, Sundays, and Public Holidays.

Please note that **certain items are non-returnable** due to their nature. This includes (but is not limited to) specially ordered parts such as left-hand drive products, keys, locks, VIN-specific items, and some electrical components.

All returned parts must be sent **in their original packaging**, in **new and unused condition**, and must include a **copy of our returns label** inside the parcel.

We are unable to **refund the original shipping fee** or **cover return postage costs** for items that are unwanted or ordered incorrectly.

If you choose to return an item using your own courier, please use a **tracked and insured service**, as we cannot be held responsible for parcels that are lost or damaged in transit.

Once your item has been received at our warehouse, we will aim to process your refund as quickly as possible.

Please allow up to **14 days** during busy periods. After your refund has been processed, please note that it may take an additional **3-4 working days** for the funds to appear in your account, depending on your bank's processing times.

For full details, please refer to our **Returns Terms and Conditions** available on our website.

If you have any further questions, please **contact our customer service team**, who will be happy to assist you.

Partsworld Limited
Returns
Unit C Orbital Way
Cannock
WS11 8XW