

Returns Form

Tel: +44 (0)17 8447 5509 Email: worldshopperpromise@baa.com



1. Your Details

* Denotes mandatory fields

| | |
|--|--|
| Title* | |
| First Name* | |
| Last Name* | |
| Address* (including country) | |
| Postcode/Zip* | |
| Contact Telephone Number* | |
| Email address* | |
| Airport I.D. pass number (must be completed if you work at the airport) | |

2. Details of goods being returned

| | |
|-------------------|--|
| Item Description* | |
|-------------------|--|

| | |
|-----------------|--|
| Purchased date* | Name of retailer as it appears on receipt* |
| Terminal | Airport* |

| | | | |
|---|---------------------------------------|---|---|
| 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



**World
Shopper
Promise**

► Returns Form cont.

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:

Affix to the front
of the parcel

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



Senders Details:

Affix to the back
of the parcel

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



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