

Returns Form

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|-------------------------------------|--|---|-----------------|
| Name: | | Contact Number: | |
| Delivery Address: | | | |
| Invoice / Order number: | | | |
| <u>Items to be returned:</u> | | | |
| Description | | | Quantity |
| | | | |
| | | | |
| | | | |
| | | | |
| Faulty, please specify: | | | |
| Damaged | | | |
| Wrong product | | | |
| Other, please specify | | | |
| Action required: | | | |
| Replace item | | | |
| Refund | | Please provide Bank details: Account name, number, and sort code | |

Please print and complete this form and send with your items to the address below:

Underfloor Heating Supply, Unit 9, The Cedars, Coton Road, Coleshill
Birmingham, B46 2HH

Signature:

Date:

Terms & Conditions

We cannot accept any returns without this form fully completed and sent with your return.

The details on this form must be of whose name the initial order was placed in.

Any delivery costs we incurred on refunds to items returned due to the wrong product being ordered will be deducted from your refund.

A 25% restocking charge will be deducted from your refund for any incorrect orders.

Faulty goods must be returned in reasonable condition with all parts, packaging, and documents.

Any unwanted or wrong items ordered must be returned in their original packaging, unopened and in a merchantable condition.

Items must be returned within 14 days of your delivery date.

Any returns that do not meet our requirements will not be processed.