

# RETURNS FORM

**WE CANNOT ACCEPT ANY RETURNED GOODS WITHOUT THE ATTACHED RETURNS FORM**

## Customer details

Name:	
Address:	
	Post Code:
Contact No:	Email:
Order Date:	Order No:

## Product details

Reason Code	Product Description	Qty Returned

**Reasons Codes:** **A.** Faulty **B.** Not Required **C.** Wrong Size **D.** Late Delivery **E.** Damaged **F.** Wrong Product **G.** Other (please specify)

### Action required:

Refund to Debit/credit Card or PayPal account

Replace item

Exchange for another item (please specify)

## WAYS TO RETURN

**Return by registered post** Post your item(s) to: Units 11 & 12, Carnival Close, Carnival Park, Basildon, Essex, SS14 3WN. You must also include a completed returns form with your order number for us to facilitate a refund. Buyer pays return postage costs for unwanted items.

**Return to our store in person** Units 11 & 12, Carnival Close, Carnival Park, Basildon, Essex, SS14 3WN. Return your item(s) along with your completed returns form.

## TERMS & CONDITIONS

### Notes on cancelling your order and returning your items

**30 DAY MONEY BACK GUARANTEE:** Items should be returned unused, in a saleable condition, with their original packaging and with all component parts. You must also include a completed Returns Form for us to facilitate a refund. **Goods must be returned within 14 days of cancelling your order.**

**FAULTY GOODS:** Items should be received in a reasonable condition. You should also include your completed Returns Form.

### WE CANNOT ACCEPT ANY RETURNED GOODS WITHOUT THE ATTACHED RETURNS FORM

Any unwanted items or items ordered incorrectly must be returned within 30 days of delivery, no refunds or exchanges will be made after this date.

**EXEMPTIONS:** We cannot accept any returned Tile Adhesive or Self Levelling Compounds/Grouts whatsoever as these materials must be stored in a controlled environment and are considered perishable goods. We cannot accept returns of any bespoke items that we sell or items that are made to your specification. Once the product leaves our Warehouse we cannot take any responsibility for the storage of these products.

**LARGE ITEMS:** For Large items that are shipped direct from a supplier, such as shower trays, boilers, heat pumps and Lustrolite panels. Please contact us using the number on your delivery note or invoice to arrange a return. Note - Return charges may apply for these items.

**All returned mats/cables must be in the original condition on return (i.e. not unrolled or cut in anyway) If an item is returned to us and found to have been used in any way, we will not take any responsibility for this product and there will be a charge applied for the return of the goods.**