

## **RETURNS FORM**

Please fill in the form and send it back together with the item(s) you’re returning.

Please ensure you obtain a proof of postage when you return the item(s) to us (make sure you keep a copy of the proof of postage in case we do not receive the returned parcel, as we cannot accept liability for returned goods lost in transit).

**Order Number:**

**Email: Telephone:**

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| --- | --- | --- | --- |
| Product Description | Quantity | Return Code | Need Repair/  Replacement |
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**Accepted Return Reasons and Code:**

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| --- | --- | --- | --- |
| 1 | Changed My Mind | 6 | Damaged in Transit - Need Replacement |
| 2 | Arrived Late | 7 | Wrong Item Sent - Refund Only |
| 3 | Wrong Part Ordered | 8 | Wrong Item Sent - Need Replacement |
| 4 | Item Not As Expected | 9 | Faulty Item - Refund Only |
| 5 | Damaged in Transit - Refund Only | 10 | Faulty Item - Need Replacement |

**Contact Us:**

For any queries, email us at returns@heatingtradesupplies.com or call +44 01912633708.