

RETURNS FORM

- Customer Name.....

- Address.....

- Post Code.....

- Telephone..... Mobile.....

Order Details:

- INVOICE NUMBER..... OR ORDER NUMBER.....

Reason(s) for Return . . .

I would like one of the following. . (Please tick one box)

- Refund to Debit/Credit Card
- Exchange for another item (please specify)

Item(s) being returned . . .

Terms and Conditions

Returns policy

PLEASE NOTE:

WE DO NOT ACCEPT ANY RETURNED GOODS WITHOUT THE ATTACHED RETURNS FORM.

We will gladly replace any goods returned to us which are found to be faulty. A restocking fee of 20% is applied to all goods returned to us which are unwanted or ordered incorrectly. This charge covers the cost of electrical safety testing, re-packaging and administration required prior to the resale of goods.

Any unwanted items or items ordered incorrectly must be returned within 28 days of purchase, no refunds or exchanges will be made after this date.

We cannot accept any returned Tile Adhesive or Self Levelling compounds whatsoever as these materials are stored in a controlled environment and once the product leaves our warehouse we cannot take any responsibility for the storage of these products.

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 of this product, and there will be a charge applied for the return of the goods.

Please include any other relevant information you may feel necessary and enclose this form with the materials being returned. Please return to:

**Underfloor Heating Direct
Unit 17
Pembroke Business Centre
Gardiners Lane South
Basildon
Essex
SS14 3HY
01268 29 00 80**