

GOODS RETURN FORM

For full returns information check our terms and conditions.

IMPORTANT – If you wish to return anything bought from us within 30 days of delivery we'll be happy to refund or exchange a product providing it is in fully resalable condition. **The product must be in the original, undamaged packaging.** If the product returned is not in fully resalable condition or the packaging is damaged, we reserve the right to refuse refund on the item, or deduct up to 25% of the original selling price from the refund amount. This condition does not affect your statutory rights when goods are faulty.

ORIGINAL ORDER NO / SALES RECORD #: _____ **NAME:** _____

RETURN DATE: _____ **TEL:** _____ **EMAIL:** _____

QUANTITY	DESCRIPTION	REASON CODE #	EXCHANGE OR REFUND?	PLEASE EXCHANGE FOR:

- Return Codes #:**
- | | | |
|----------------------------|---|--------------------------------|
| 1. Wrong quantity received | 5. Duplicate Order | 9. Incorrect item ordered |
| 2. Wrong product received | 6. Product defective | 10. Incorrect quantity ordered |
| 3. Purchased elsewhere | 7. Arrived late | 11. Other _____ |
| 4. Damaged in shipping | 8. Product different from website _____ | |

Our return address: Underfloor Trade Supplies
 Warehouse 7
 Hadnock Road Industrial Estate
 Monmouth
 Monmouthshire
 NP25 3QG

**Please include this completed form with the items you are returning.
 Please also ensure to keep your proof of posting/proof of return until you are refunded or you receive your exchange**