

Returns Form

We cannot accept any returned goods without the attached returns form.

CUSTOMER DETAILS

Name			
Address			Postcode
Email		Contact No	
Order Number		Order Date	

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

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: Unit 13 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: Unit 13 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. We cannot accept any returns if the original packaging is damaged or covered with delivery labels. 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 and heat pumps. 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.

Unless the Product is faulty or not as described, you will be responsible for the cost of returning the Products to us. If you have returned the Product to us under this condition because they are faulty or mis-described, we will refund the price of the Products in full, together with any reasonable costs you incur in returning the item to us