



Cancellation / Returns Form

Customer details

Name

Telephone

First line of address

Post code

Invoice / Order number

Product details

Product Description

Qty Returned

Product Description	Qty Returned

Reasons for Return:

Faulty

Wrong Product

Damaged

Changed Mind

Late Delivery

Other

Faulty (please specify)

Other (please specify)

Action required:

Refund to Debit/credit Card
or PayPal account

Replace item

Exchange for another item (please specify)

WAYS TO RETURN

1 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 and we can process your return in store.

3 Return by registered post

Post your unwanted item(s) to: The Underfloor Heating Store, Units 11 & 12, Carnival Close, Carnival Park, Basildon, Essex, SS14 3WN. **You must also include a completed returns form with your invoice number for us to facilitate a refund**

2 Return by Carrier Collection

If we have supplied an incorrect item you can either: call us on **0844 800 3396** or **01268 567016** with your invoice number or email us at **customerservices@theunderfloorheatingstore.com** with your invoice number. We will arrange collection or you can return the item(s) by registered post (we will refund the postage cost).

Terms & Conditions

Notes on cancelling your order and returning your item

30 DAY MONEY BACK GUARANTEE: Items should be returned unused, in a saleable condition, with their original packaging and with all component parts and any promotional items received. You must also include a completed returns form with your invoice number 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, with all component parts, along with any promotional items received. You should also include your invoice and returns form.

WE CANNOT ACCEPT ANY RETURNED GOODS WITHOUT THE ATTACHED RETURNS FORM

We will gladly replace any goods returned to us which are found to be faulty.

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.

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 return of any bespoke items that we sell, such as our wet room shower screens or Lustralite wall panels as they are made to your specification. 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 for this product, and there will be a charge applied for the return of the goods.