

# Order Returns Form

\* = required

* Original order reference number:		
* Name:	* Contact Telephone:	* E-mail:
* Full Address (inc Postcode):		
* Description of products being returned:		
* Reason for return:		

## Have you contacted us regarding this return?

We require you to contact us first before returning this product so we can make our returns dept aware of your return. **DO NOT RETURN YOUR PRODUCT WITHOUT MAKING CONTACT FIRST**

You can contact us by telephone on 024 7671 7043 or you can e-mail [admin@warmmead.co.uk](mailto:admin@warmmead.co.uk)

## Your rights

When you placed your order with us you agreed a contract of sale with us however you can withdraw from this contract of sale up to 14 days after delivery of your product. For unwanted items you must not have used the item (or electrically fitted it) and you must have all the original paperwork/instructions/box to return with the item.

## What you must do to make this a valid return

**YOUR PARCEL MUST BE PACKAGED IN THE CORRECT MANNER.** We appreciate that this/these items are being returned either because they are unwanted or they are faulty but you still have a responsibility to get them back to us in good condition.

1.) Please ensure that the items are repackaged back in both their product boxes and also the outer brown cardboard (or similar such as packing paper). We cannot accept back returns where a product is sent in just the products box. Please ensure you remove any old courier labels from the outer packaging.

2.) Please ensure you include a copy of your paperwork/invoice with your return along with a copy of this returns form.

3.) Please ensure you use a tracked or signed for service when returning an item as we cannot accept responsibility for returns lost by couriers or the Royal Mail on the way to us.

## What we will do

Upon receiving your return back we will inspect your return to ensure you have followed the above guidelines. If this is the case we will refund your unwanted order within 14 days of receipt back to your original payment method as per the European Directive on Consumer rights. If this is a return of a faulty item then we will proceed as discussed when you originally contacted us.

For office use only: