BUILD & PLUMB

Returns Form

Notes on returning your item

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

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 or order receipt and returns form. Note: Please ensure all petrol driven products are drained of fuel and oil, before you return them.

How to Return:
You have a choice of how to return an item.
1. Return it by post:
Please package your items securely, along with your invoice and a completed returns form (see below). Attach the returns label (as below) and either take the package to your local post office or we can recommend using myhermes.co.uk or parcel2go.co.uk to book a return collection or local drop off of the return parcel when sending goods back at your cost. Please note that for collection you will need to be in all day on your designated day of collection.

Post office returns will incur a cost depending on the circumstances of this return we can either provide a pre paid returns label (for faulty or incorrect goods) or you will need to return the item at your own cost. Please ensure you retain a Proof of Return / Posting (this may be required should there be problem with your return).
Note: Post Office returns is not available for items over 1.5m and 4kg in weight. For such items, please select option 2

2. Return it by CARRIER COLLECTION:
Please call us on 01228 635 022 or email help@buildandplumb.co.uk to arrange a carrier collection (and quote for this service depending on circumstances). Please package your item securely, along with your invoice and returns form. Collections may take place at any time between 08:00am and 6:00pm weekdays and someone will be required at the address to hand over the item and sign for the return. **Note: Depending on the circumstances this method of return MAY incur a charge.**

Returns Form

Please remember to fil in all the details on the returns form. It is especially important to complete your customer details and order number, so we can process your return - without this information there may be a delay in processing any refunds/replacement.

Customer Name: _____

Customer Address: _____

_____

_____

Post Code: _____

Telephone No: _____

Order No: _____

Product Code:	Product Description:	Quanity Returned:	Return Code:	Action Required: Refund / Replace

Return Codes: 1. Faulty 2. Damaged 3. Late Delivery 4. Wrong product 5. Wrong Quantity 6. Changed Mind 7. Other (please specify in comments)

Faulty Comments: (7)

Senders Details:

Post Code:

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