

RETURNS FORM



NOTES ON 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 should also include your invoice 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 and returns form.

Note: Please ensure all fuel-powered products are drained of fuel and oil, before you return them. If your product is powered by lithium batteries you can only return your purchase to a trade counter due to changes in the road transport regulation.

HOW TO RETURN: You have a choice of how to return an item

1. Return it in store:

Please utilise the Store Locator on our website to locate our. Return your item, along with a completed Returns Form and

your invoice to your local branch.

2. Return it by Royal Mail or courier:

Please package your item securely, along with your invoice and a completed Returns Form. Costs incurred by returning by post or courier are the responsibility of the customer unless goods are faulty. In this case, the cost will be refunded or credited to customer's account on receiving of goods. Please package your item securely, along with your invoice and completed returns form.

3. Return it by collection:

Please call us on +44 28 86 761696 or email sales@cbdpowerwashers.co.uk to arrange collection. Costs incurred by returning by collection are the responsibility of the customer unless goods are faulty. In this case, the cost of collection will be refunded or credited to customer's account on receiving of goods. Please package your item securely, along with your invoice and completed returns form. Collections may take place at any time between 8.00am and 6.00pm and someone will be required at the address to hand over the item and sign for the return.

Returns Form

Please remember to fill 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 refund/replacement.

Customer Name: _____ Customer Address: _____ _____ _____ _____ Postcode: _____ Telephone No: _____ Order No: _____	Product Code <small>(on original invoice)</small>	Product Description	Quantity Returned	Return Code <small>If faulty, please state why in the Comments Box</small>	Action Required <small>(please tick)</small> Refund Replace	
Faulty Return Comments: _____	Return Codes:			1. Faulty 3. Late Delivery 5. Wrong Quantity 7. Other (Please Specify in Comments)		
				2. Damaged 4. Wrong Product 6. Changed Mind		