

The Underfloor Heating Company



Cancellation / Returns Form

Customer details

Name

Telephone

First line of address

Post code

Invoice number

Product details

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)

What to do next...

1. Complete this form and email to returns@theunderfloorheatingcompany.co.uk
2. We will reply with your returns authorisation containing your RMA number and our returns address
3. Print the RMA number and put inside the box with the items you are sending back. DO NOT forget to include this as we cannot process your refund without it!
4. Visit www.parcel2go.com and select a courier to return your goods

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 Lustrolite 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.

The Underfloor Heating Company

0333-939-7949 email. info@theunderfloorheatingcompany.co.uk

VAT number.118918688 Company number: 07900549