



Easy Online Returns
 We don't think you will need it, *but...*

Returns Request

Customer Service Representative:

Please complete the form in full and return with the unrequired goods.

Customer Name:

Address:

Postcode:

Contact Telephone:

Date:

Order Ref. No.:

Delivery Date:

In line with our Standard Terms & Conditions all goods must be returned to the Company within 30 days of delivery

Email Address:

Product Info:

Item Code / SKU	Quantity Returned	Reason for Return

For Internal Warehouse Use Only

Returns Policy

Description of goods collected

Date Received

Warehouse Signature

Damages / Incorrect Delivery - If you receive damaged or incorrect tiles you will need to inform us within 2 working days of delivery. We will either refund or send replacements as quickly as possible.

Surplus - We will refund any tiles in their original boxes within 30 days of the date of delivery. The customer will be responsible for arranging the return of the goods to our main distribution warehouse (Detailed below). The refund will be processed within 5 working days following our receipt of the return.

Change of Choice - The customer will have the right to return goods if they are not happy with their selection. The goods must be returned in the original packaging to our main distribution warehouse (Detailed below) and the customer will be responsible for arranging transport and insurance of goods. This must be done within 30 days of receiving the order. Refunds will be processed within 5 working days following our receipt of the return, original delivery costs will not be refunded.

Refunds will be processed within 5 working days following our receipt of the return, original delivery costs will not be refunded.

Return Address: Walls & Floors Ltd, Garrard Way, Kettering, Northamptonshire, NN16 8TD