

Problem with your order?

We will undertake to resolve your query within 24 hours. If you have not had a response within 24 hours, please contact us using the details overleaf.

Authorisation is required prior to the return of any goods.

COMPANY NAME:	WEB ORDER:
CONTACT NAME:	The below information will be provided on return approval, it must be completed prior to return:
CONTACT PHONE:	CCR No:
CONTACT EMAIL:	AUTHORISED BY:

Item Code	Product Description	Batch Number	Qty Returned

The above product(s) are being returned due to the following discrepancy (tick box):

- Received Damaged** **Batch Discrepancy** **Short Delivery**
Incorrect Goods **Other Discrepancy** **Over Delivery**

Please provide comments regarding your discrepancy:

Comments:

Returns Policy/Cancellation of Contract

We follow a goodwill returns policy and observe distance selling laws for online orders. If you are contracting with us as a consumer online, under these regulations, you are able to return an item within 14 days after the day you received it, unless otherwise stated at time of order (*exclusions apply).

- The returned goods must be;**
 - 1.1. Authorised by a member of our web team; authorisation will include a CCR reference number. Goods returned without a CCR number may be rejected at your cost.
 - 1.2. Returned with a copy of an authorised Returns Form (sent via email after return authorisation). We reserve the right to refuse returned goods if not accompanied by necessary authorisation.
 - 1.3. Packed sufficiently to prevent damage when returned, a packing guide is available upon request.
- The application for return will not be accepted if ;**
 - 2.1. The goods have been transported using a customer nominated carrier and have been received damaged.
 - 2.2. Any damaged goods received by the customer have been signed for as 'Received in good condition' (on the carriers' delivery note).
 - 2.3. The product has been altered from its original state (e.g. Goods have been repacked, relabelled and / or defaced).

We regret we cannot accept liability for goods damaged in transit when returned; it is the buyer's responsibility to ensure that the goods are packed sufficiently to prevent damage.

Cancellation Statutory Rights/Distance Selling Laws

If you choose to cancel your contract with us, we will reimburse all payments received (except for delivery charges for shipments chosen over and above the least expensive standard delivery option). Unless agreed otherwise, you will bear the direct cost of returning the goods to our warehouse. If the goods you are returning are hazardous and you do not have the means to return, please contact us to quote for a return collection using our DG Authorised TNT account. Payment terms for this must be agreed between both parties before collection can be arranged.

Returned goods must be received at our Warehouse within 5 working days of the return being authorised. This date must also be within the 14 day cancellation contract timeframe.

*Items excluded from goodwill returns policy and distance selling regulations include:

- Bespoke items made to order e.g pigmented products
- Bespoke pack sizes not normally available online
- Goods ordered in to meet your demand
- Short shelf life material where the customer has accepted material prior to despatch
- Perishable goods that require specialist storage which has not been adhered to whilst in the customers possession

These terms and conditions do not affect your statutory rights.

THIS COMPLETED FORM MUST ACCOMPANY ANY RETURNED GOODS