

PRODUCT RETURN FORM



Please complete this product return form and send it with the product(s) you are returning to this address:

Water Gardening Direct Ltd
Unit 2 Squirrels Lodge, Hards Lane,
Deeping St. James, Peterborough.
PE6 8RL

PROVIDE PURCHASE AND PURCHASER INFORMATION

NAME		INVOICE NUMBER	
ADDRESS		PHONE/MOBILE	
POSTCODE			

FIRST PRODUCT BEING RETURNED AND REASON

PRODUCT CODE	PRODUCT DESCRIPTION	QUANTITY
REASON FOR RETURN - UNUSED NOT REQUIRED / FAULTY (PLEASE DESCRIBE FAULT)		IF NOT REQUIRED REPLACEMENT OR REFUND ?

SECOND PRODUCT BEING RETURNED AND REASON

PRODUCT CODE	PRODUCT DESCRIPTION	QUANTITY
REASON FOR RETURN - UNUSED NOT REQUIRED / FAULTY (PLEASE DESCRIBE FAULT)		IF NOT REQUIRED REPLACEMENT OR REFUND ?

THIRD PRODUCT BEING RETURNED AND REASON

PRODUCT CODE	PRODUCT DESCRIPTION	QUANTITY
REASON FOR RETURN - UNUSED NOT REQUIRED / FAULTY (PLEASE DESCRIBE FAULT)		IF NOT REQUIRED REPLACEMENT OR REFUND ?

RETURN POLICY SUMMARY



Thank you for purchasing from Water Gardening Direct.

If you have a problem with a product we have supplied we're happy to help.

Below is a summary of our returns policy and process, however if you have any questions, please do not hesitate to contact us on 01778 341199 or sales@watergardeningdirect.com

PRODUCTS NOT REQUIRED

Returns Process

- If a product is returned as "not required" the return must be received by us within 30 days from the date you received your purchase
- Items must be in their original state and condition and in the original packaging and labels.
- Include any invoice, packing slip, or proof of purchase.
- Once we receive your returned item, it will be inspected and a refund of the product will be issued as quickly as possible.

Refund Process

- Original carriage charges and return shipping charges are not refundable so you will receive a full refund of the original product price
- If the original purchase included a discount code, this will be canceled, or if already used, deducted from the product refund
- Refunds will be applied in the same way as the original purchase was made

FAULTY PRODUCTS (within guarantee period)

Returns Process

- If a product is returned as "FAULTY" the return must be initiated by notifying us or us receiving the item within the products guarantee period.
- Include any invoice, packing slip, or proof of purchase.
- Once we receive your returned item, it will be inspected / tested and if faulty a replacement product will be issued as quickly as possible.
- We may need to contact you for additional information regarding any reported faults.

Exchange Process

- Return shipping charges are not refundable
- Any product replaced within the guarantee period will inherit the remainder of the original product guarantee.

FAULTY / DAMAGED ON DELIVERY PRODUCTS

If a product is faulty or damaged on delivery (or very shortly afterwards) please contact us as soon as possible on 01778 341199 or sales@watergardeningdirect.com so that we can discuss the most effective solution to the problem

NOT REQUIRED / FAULTY PRODUCT COLLECTIONS

Although it is your responsibility to return not required / faulty products, we do understand this this can be quite difficult to organize. If required, we can arrange for a carrier to collect the item you wish to return. This is a chargeable service. Most items have a collection cost of £9.99, however some pre-formed ponds, larger liners and heavier items are £24.99 and pre-formed ponds that are delivered by a 2 man delivery service (usually 500 litres and above) are £100.00 (these charges do not cover non UK Mainland and Scottish Highland addresses and products that require a pallet carrier collection).

Please contact us on 01778 341199 or sales@watergardeningdirect.com to discuss a product collection.