

# 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

<b>NAME</b>		<b>INVOICE NUMBER</b>	
<b>ADDRESS</b>		<b>PHONE/MOBILE</b>	
<b>POSTCODE</b>			

## FIRST PRODUCT BEING RETURNED AND REASON

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

## SECOND PRODUCT BEING RETURNED AND REASON

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

## THIRD PRODUCT BEING RETURNED AND REASON

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

# 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 initiated by notifying us or us receiving the item within 14 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.