

YOUR ORDER SUMMARY	
Order Date:	Order Number:

Qty	Product Code	Description	Reason Code	Reason for Refund Code
				1 - Incorrect item received* 2 - Changed mind upon receipt 3 - Faulty* 4 - Wrong product / size ordered 5 - Parcel damaged on arrival 6 - Other (please explain below)

Delivery and Returns Note

Need to return something? Items can only be returned for a refund. Please fill in the form and send it back to us with your item(s). Please include all original product packing material where appropriate. Please follow the steps outlined below within 28 days of receiving your delivery.

1. Please complete the above form and select a reason code for your return.
2. You can place a new order if a replacement size, colour or alternative item(s) are required and return the original item(s) to us for a refund.
3. You may decide to use the pre-printed label attached to this form - but this is at your discretion. Please note that this label is **not** postage paid.
4. Upon receipt of your return we exercise our legal right to inspect the product(s) for use, wear or damage and will make any necessary refund adjustments we deem legally appropriate. Prior to any such action you will be notified accordingly.
5. Please obtain and retain proof of posting until we have confirmed safe receipt of your return.

Please affix correct postage

toolsandleisure.co.uk
Returns
37 Greshams Way
Edenbridge
Kent
TN8 5NY

RETURNED GOODS
PLEASE NOTE: THIS IS NOT A PRE-PAID LABEL

*DSR adherence - refund will include return postage costs up to the value of a 2nd class postage rate.