



Plumb Tap

Your Order Number:

This can be found on your paperwork or on an order confirmation email.

Part A : Returns Form (PLACE THIS FORM INSIDE THE PACKAGING)

Title : _____ First Name : _____ Surname : _____

Address : _____

_____ Postcode : _____

Tel Number : _____ Mobile : _____

Email : _____

Order No : _____

PART B : Item(s) to Return

| Product Code | Description | Cost | Reason Code | Action Number |
|--------------|-------------|------|-------------|---------------|
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Reason Codes

A: Product is faulty (*complete Part D*)

B: Product is damaged (*complete Part D*)

C: You have sent me the wrong items

D: You have sent me a duplicate of my order

E: I ordered the wrong item

F: I no longer want the product

Other: _____

Action Numbers

1: Refund

2: Exchange (*complete Part C*)

3: Replace

4: Contact to discuss

PART C : EXCHANGES - Please detail below the item that you would like as a replacement.

PART D : FAULTY OR DAMAGED ITEM - Please provide full details of the fault (*use back of sheet if required*)

IF THE REASON FOR THE RETURN RELATES TO CODE NUMBERS [E - F] THE CUSTOMER IS RESPONSIBLE FOR RETURNING THE ITEM, WE WILL NOT REFUND ANY POSTAGE COSTS. YOU MAY FIND THE RETURNS LABEL ON THE NEXT PAGE HELPFUL. FOR REASON CODES [A-D] WE WILL PROVIDE YOU WITH FURTHER INSTRUCTIONS ON HOW TO RETURN THE PRODUCT TO US.

POSTAGE LABEL

Please **DO NOT** return any item(s) to us without first contacting us. Failure to do so will slow down the returns process and our Warehouse Team may return the product back to you.



Plumb Tap

UNIT 33
SPRINGVALE INDUSTRIAL ESTATE
CWMBRAN
SOUTH WALES

NP44 5BD

Order Number

Postage to be paid for by the Customer

Tips for returning items back to us

Ensure the packaging used to return your item is suitable for the size and nature of the product. If we receive an item in unsuitable packaging which has resulted in damage to the original packaging or product we reserve the right to reduce the amount refunded to cover the cost of receiving a product unfit for resale, we may even decide to return the item back to you.

If you are returning a high value product then please consider your method of posting. For example, a tracked parcel which requires a signature will offer you some guarantee that we have received it back to our warehouse. Sending an expensive parcel untracked offers no guarantee and we cannot process a refund if the package is not received.