



# RETURNS FORM

## Damaged/Faulty/Unwanted Items

In the unlikely event that an item is damaged, faulty or you've changed your mind, you can return the item to us for a replacement or refund (provided the product is unused and with the original packaging and accessories supplied with the original item ordered). Goods must be returned at customer's expense unless otherwise agreed.

Date \_\_\_\_\_

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Contact Number \_\_\_\_\_

Email \_\_\_\_\_

Order Number \_\_\_\_\_

Item Description \_\_\_\_\_

Serial Number \_\_\_\_\_

### Reason for returning the product(s):

\_\_\_\_\_

\_\_\_\_\_

On return of goods, would you like a refund  or replacement

**Please note:** Damaged items must be reported on the day or the next working day of receipt of delivery. Any shortages on orders must be reported within 7 days of receipt of delivery



### Please return to:

Tool Monster  
80 Milecross Road,  
Comber, Newtownards  
BT23 4SR  
N.Ireland

Contact us: 028 9122 8364 or email: [operations@toolmonster.store](mailto:operations@toolmonster.store)