

Returns Form

Notes on returning your item/s.

Our returns policy lasts 28 days. If 28 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

You will be responsible for paying the shipping costs for returning your item. Shipping costs are non-refundable.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted: (if applicable)

* Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

* Any item that is returned more than 28 days after delivery.

To return your product, you should mail your product to:

Batteries & Solar Ltd, 61 St. Modwen Road, Plymouth, Devon, PL6 8LH, United Kingdom.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 working days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your card issuer, it may take some time before your refund is officially processed. There is often some delay whilst your refund is processed.

If you've done all of this and you still have not received your refund, please contact us at sales@batteriesandsolar.co.uk.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over £75, you should consider using a trackable shipping service or purchasing delivery insurance. We don't guarantee that we will receive your returned item.



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Please remember to fill in all the details on the returns form. It is especially important to complete your customer details and order number so we can process your return. Without this information there may be a delay in processing any refund/exchange.

Customer Name: _____ Customer Address: _____ _____ _____ Postcode: _____ Tel No: _____ Order No: _____	Product SKU <small>(on original invoice)</small>	Product Description	Quantity Returned	Return Code <small>If faulty please state why in the comments box.</small>	Action Required <small>(please tick)</small>	
					Refund	Exchange
Faulty Return Comments: _____ _____ _____	Return Codes: 1. Faulty 2. Damaged 3. Late Delivery 4. Wrong Product 5. Wrong Quantity 6. Changed Mind 7. Other (Please specify in comments box)					