

RETURNS FORM



Thank you for shopping with us. If you need to return something please follow the instructions below.
Call us on 0118 3800 381 or E-mail: returns@gardentrends.co.uk

Returning an unwanted or unsuitable item

- Return any unwanted items within 30 days of receiving your order
- All returned items should be complete, including the original box, packaging and accessories
- Complete the form below and enclose with the item(s) you are returning. Allow 10 working days from receipt of return for us to process your refund

Ordered from Amazon?

- Request a return on Amazon > 'Your Account' > 'Your Orders'
- Locate the order and click 'Return or replace items'
- Complete the details to request a return
- Complete this form and enclose with your return
- Please send your item back to the address below

Now order your replacement

- Stock moves fast so we cannot exchange items.
Place a new order and return the original for refund

Getting the item back to us

- If you go to the website <https://www.parcel2go.com/> and follow the instructions you will receive numerous options of ways to return your goods.
- Please make sure that your parcel has a proof of delivery service as we are unable to refund goods that do not make it back to our warehouse.
- Remember to fill out and enclose the returns form as this enables us to process your refund without delays.
- If you have a heavy item please contact us for advise on returning.

Have you received a faulty item, or was the wrong item delivered?

Please accept our apologies. We know how disappointing it is when the wrong item is delivered, or the item has a fault.

- Contact our Customer Services team to discuss
- Faulty? We will require photos showing any damage - sending these first will speed things up
- We'll arrange collecting the item from you
- Please DO NOT return the item yourself - we are unable to credit shipping fees

PLEASE COMPLETE IN BLOCK CAPITALS

Item(s) Returned - Product Code is best!	Wrong Size or Colour	Not Suitable	Wrong Item	Item Faulty - tell us what's wrong or (write on the reverse if necessary)

HOW DID YOU ORDER? (tick as appropriate)

Website / Phone

Amazon

Please send returns to:

Garden Trends
Returns Department
Unit 7i, Lys Mill
Howe Road
Watlington
OX49 5EQ

Full Name
Order No.
Address
Postcode
Daytime Tel