

# 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 email [help@gardentrends.co.uk](mailto:help@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 eBay, our website or by telephone?

- Complete this form and enclose with your return
- Please send your item back to the address below

## 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

- **We recommend you return with Collect+**
- Visit [www.collectplus.co.uk](http://www.collectplus.co.uk) and type our postcode into the box on the homepage – RG10 9SB. This is a fast, cheap and convenient way to return your parcel.
- Complete the address details (bottom left of this sheet) and pay for your return. You'll be issued with a tracking reference when you complete the online form and a receipt when you drop the item off at the Collect+ point
- If you prefer using another courier company, use a recorded delivery and obtain proof of postage.
- If you have a heavy item, please contact our Customer Services for assistance

## 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	Faulty - tell us what's wrong (write on the reverse if necessary)

### HOW DID YOU ORDER? (PLEASE CIRCLE ONE)

Website / Phone

eBay

Amazon

Please send returns to:



**Garden Trends**  
**Returns Department**  
 Ladds Garden Village  
 Bath Road  
 Reading  
 RG10 9SB

**Full Name**

**eBay Username (if you ordered by eBay)**

**Order No.**

**Address**

**Postcode**

**Daytime Tel**