

Gardening Gifts Co.  
PRODUCT RETURNS FORM



Thank you for purchasing from us. We're sorry you have to return your products. To help us process your return efficiently, please complete all the sections below and send this form along with the items to:

Gardening Gifts Co, Growth Unit 1, Pembrokeshire Science & Technology Park, Pembroke Dock, Pembrokeshire SA72 6UN.

Please ensure when returning items you obtain a **certificate of posting**. If you are returning items for a refund, they should be returned unused and in their original packaging to avoid a restocking fee. Please ensure that the return parcel is well packed (using its original outer packaging if possible) to prevent damage.

**Your details:**

<b>Order Number</b>	
<b>Name</b>	
<b>Telephone Number</b>	
<b>Email Address</b>	
<b>Today's Date</b>	

**Returned Items:**

Product Code	Product Name	Quantity

**The Reason For The Return (please tick):**

<b>Not Required/Not Liked</b>	<b>Wrong Item Ordered</b>	<b>Wrong Item Sent</b>
<b>Faulty On Receipt</b>	Please specify:	
<b>Faulty After Use</b>	Please specify:	
<b>Damaged In Transit</b>	Please specify:	
<b>Other</b>	Please specify:	

**Office Use:**

<b>Condition</b>		<b>Date:</b>	<b>Initials:</b>
<b>Action &amp; Location</b>		<b>Date:</b>	<b>Initials:</b>
<b>Action</b>		<b>Date:</b>	<b>Initials:</b>

## RETURNS & REFUND POLICY

### RETURNS

We offer a 90 day returns policy. We aim to be prompt when dealing with returns and refunds. Refunds can only be sent to the original payment method used to place the order. We will only issue refunds when we have received items back. Please do not return your purchase to the manufacturer.

For a speedy process, you will need to provide us with your order reference number, on or inside the parcel being sent back. This can be found on your invoice received with the order and on the order confirmation sent to the email given at the time of purchase. If neither can be found, please give us a call on +44 (0)1646 405705. If you are unable to print the returns form, we appreciate having your a cover letter with all the information requested above to help expedite the process.

### REFUNDS

Items to be returned for a refund need to be sent back in the same condition as received, as new in its original packaging, including all accessories with no sign of use, damage or soiling. We inspect all returns to ensure that we do not restock any items that are not in a resalable condition. Refunds for items that are returned and are not in this condition may be reduced or rejected. After we have assessed your returned items, you will be notified whether we have approved or denied your request.

### DAMAGED OR DEFECTIVE ITEMS

If you receive an item that is damaged or defective, please fill in this form. We will either repair the item or exchange it for the same item (or suitable alternative if the same item is not available). If the item was purchased within the last 6 months, we will cover the return postage cost. Please get in touch so we can provide a prepaid return postage label.

We are unable to provide an exchange without having received the faulty item first as we need to inspect it. We will not accept a return of an item that is defective due to accidental damage, deliberate damage, caused by external factors, or general wear and tear.

We always aim to process items that have been returned for repairs /exchanges as quickly as possible. Please allow ten working days for us to receive, process and send these items back to you.

These Terms and Conditions do not affect your statutory rights as a customer. For more information on purchasing from the internet, please see the distance selling information from the GOV.UK. For more information and advice about your consumer rights, please take a look at [which.co.uk/consumer-rights/shopping](http://which.co.uk/consumer-rights/shopping)