



ORDER CANCELLATION/RETURNS FORM

For items within 14 days of receipt of the goods

You may return any goods purchased from us with 14 days of the receipt of the goods to us for a refund (except any orders which were special orders and are therefore non-returnable). The goods must be in the original packaging, un-used and in saleable condition. Goods not in a re-sellable condition and without all packaging will not be refunded or may incur a restocking fee. You must also return all component parts and any add-on promotional items that were included in the order. Please complete the below returns form and include it with any goods you wish to return, along with a copy of the delivery note/invoice.

You can call us 01799 520640, email us at sales@tcfixings.co.uk, or send us a fax to 01799 520744 at any time to arrange a return.

How to Return

1. **In Store** - Return the goods to us in store with your completed returns form and a copy of the related delivery note/invoice
2. **Customer Return** - Post the items back to us using the returns address at the bottom of this page and with your completed returns form and a copy of the related delivery note/invoice. Please use a courier or a 'signed for' posting service. Items posted back to us with no proof of postage/delivery may not be refunded*
3. **Courier Collection** - We can arrange for a courier to collect from you at a convenient time and location, and return the items to us. Please package the completed returns form and a copy of the related delivery note/invoice in the box. There will be a fee for this service of at least £15. Please call us on 01799 520640 or email us at sales@tcfixings.co.uk if you would like us to arrange a courier collection.

For faulty goods

If you purchased the item less than 30 days ago, please return the item along with the completed returns form and a copy of the delivery note/invoice to our address below. We will then either refund the item or replace the item with the same or equivalent model, as per your request**.

If you purchased the item more than 30 days ago and the item is still covered under the manufacturer's warranty, we will try to resolve the issue as soon as possible, but you may first want to contact the manufacturer to see if they offer a repair service, as this may be a faster option. If you prefer you can return the item to us and we will repair the item, or if this is not possible we will offer you a replacement of the same or equivalent model.

How to Return

1. **In Store** - Return the goods to us in store with your completed returns form and a copy of the related delivery note/invoice
2. **Customer Return** - Post the items back to us using the returns address at the bottom of this page and with your completed returns form and a copy of the related delivery note/invoice. Please use a courier or a 'signed for' posting service. Items posted back to us with no proof of postage/delivery may not be refunded*. We will pay the cost of return postage for faulty items under 30 days old.
3. **Courier Collection** - We can arrange for a courier to collect from you at a convenient time and location, and return the items to us. Please package the completed returns form and a copy of the related delivery note/invoice in the box. Courier collection is FREE for faulty items that are less than 30 days old. For items older than 30 days there will be a fee for of at least £15. Please call us on 01799 520640 or email us at sales@tcfixings.co.uk if you would like us to arrange a courier collection.

*We may require proof of delivery to us before a credit or replacement is issued

**Except for power tools which we will repair

Returns Form

Please remember to fill in all details on the returns form. It is especially important to fill in your customer details and the order number as this will enable us to process your return without delay. Any returns sent without this information may experience a delay in processing any refund or replacement.

| Product Code (as original invoice) | Description | Quantity Returned | Reason Code (if faulty please give reason in comment box) | Action Required | |
|---------------------------------------|-------------|----------------------|--|--------------------|--------------------|
| | | | | Refund | Replace/ Repair |
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| <p>Customer Name:</p> <p>Customer Address:</p> <p>Post Code:</p> <p>Order Number:</p> <p>Contact Number:</p> | <p>Return Reason Codes:</p> <ol style="list-style-type: none"> 1. Faulty 2. Damaged 3. Wrong Goods Supplied 4. Wrong Quantity 5. Changed Mind 6. Late Delivery 7. Other (Please specify in comments box) |
| <p>Return Comments:</p> | |

Return Address:
Returns Department
TC Fixings Ltd
Unit 39
Shire Hill Industrial Estate
Saffron Walden
Essex
CB11 3AQ