**** **WEBSHOP RETURNS FORM**

webshop@pumppackage.co.uk

01933 652213

**About You**

|  |  |
| --- | --- |
| Company Name |  |
| Date |  |
| Order Number |  |
| Product Description |  |
| Telephone |  |
| Email |  |

Please return your item/s to the following address, and include this form.

**Pump & Package Ltd**

**65 Station Rd**

**Irthlingborough**

**Northamptonshire**

**NN9 5QE**

Reason for Return *(please tick)*: Please inform us before returning any item

|  |  |  |  |
| --- | --- | --- | --- |
| Faulty / Warranty Claim | Damaged in Transit | No Longer Required (please return within 14 days) | Incorrect Item Received |
|  |  |  |  |

For faulty items and warranty issues please answer the questions below:

1. Description of fault?
2. Please confirm what the goods have been pumping?
3. Please confirm goods have been cleaned before returning?

**ADDITIONAL INFORMATION MAY BE REQUIRED**

Once your item(s) have been received it will be inspected and the appropriate course of action will be taken. For any unwanted returns goods should be in a new and unused condition, with all original packaging for a full refund to be issued. If you do not meet these requirements a partial refund and / or re-stocking fee may apply.

Please refer to our Online Terms and Conditions./ Returns Policy

If you return a product to us under warranty, it may be sent to the manufacturer for inspection and investigation. They will conclude whether the item has a genuine fault. If so, a replacement item will be sent out. If the report concludes there is not a fault with the item you will be notified accordingly. This process can take up to 2 weeks once goods have been received by us

We reserve the right not to inspect any products under warranty that are not clean. If a pump is sent back for an inspection, the pump should be returned in a clean state without any liquids or contaminants.