



Returns Form

Order Details

Name:

Order Date:

Order Number:

Post Code:

Please ensure that all goods are returned in protective outer packaging, making them suitable for resale.

Quantity	Product Code	Product Description	Additional Notes	Return Code

Returns Policy

Goods ordered in error, surplus to requirements or unsuitable may be returned to us within 30 days of receipt. Goods will be refunded on the condition that they have not been used, fitted and are undamaged in the original packaging complete with all fixings. This excludes special order or made to measure items. You will only be refunded your delivery cost if the return is as a result of our error (e.g. a faulty product, or incorrect shipment). If we agree to provide you with a refund we will credit your credit/debit card account within 30 days of receipt of the returned product.

Please see our full returns policy here www.e-hardware.co.uk/e-hardware-returns-and-refunds or if you need any help with returns please call us on **01206 213499**.

Return Codes
1 - Ordered in Error
2 - Ordered Incorrect Quantity
3 - Late Delivery
4 - Incorrect Item Received
5 - Item Not as Described
6 - Incorrect Quantity Received
7 - Unsuitable (Please Explain)
8 - Damaged or Faulty (Please Explain)
9 - Other (Please Explain)



e-Hardware Ltd - Returns Department
Unit 1a, Tey Brook Centre
Brook Road, Great Tey
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CO6 1JE

Tel: 01206 213499

