

### CUSTOMER RETURNS FORM

<b>From:</b>	<b>To:</b>  Return address to be confirmed as we have several warehouses.	
<b>Order Number:</b>	<b>Date of Collection:</b>	
<b>Delivery company used:</b>		
<b>Item Description:</b>	<b>Quantity:</b>	<b>Reason for Return:</b>

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Important things to remember when returning items to us:**

- *You have 30 days from the date of delivery to return any goods.*
- *All goods returned must be in the original manufacturer's box, unopened and seal intact. The condition of the boxes must be deemed as resalable, i.e., no outer damage or marks.*
- *Please ensure each pack is bubble wrapped to protect the manufacturer's box from dirt and damage during transit.*
- *Any goods returned that on receipt by Easy Step Flooring are deemed to not be in a resalable condition will not be refunded.*
- *It is the customer's responsibility to arrange and cover the cost of the return of any goods. We bear **no responsibility for fees** incurred when returning goods to us.*
- *It is the customer's responsibility to ensure the return has the original order reference the goods relate to on the courier label. No goods will be refunded without this.*
- *Returns must be received between **8am and 5pm, Monday – Friday**. The Warehouse is closed on weekends.*

**WAREHOUSE USE ONLY – PROOF OF RETURN FOR GOODS RETURNED IN PERSON**

<b>Date Received:</b>	<b>Received by:</b>
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