

Date:	
Name:	
Address:	
Post Code:	
Tel:	
Email:	

Tool Venture
Unit 4, Hearle Way,
Hatfield Business Park,
Hatfield, Hertfordshire,
AL10 9EW
Tel: 0845 680 0112
Fax: 0845 680 0114
Email: sales@toolventure.co.uk



RETURNS FORM

Order Number:

Returns Number:

		REFUND		EXCHANGE		
Product Code	Qty	Reason Code	Comment	Reason Code	Comment	Product Required

If any goods are received damaged or you are sent the wrong item please contact customer services as soon as possible for advice.

Reason Codes: 1 - UNWANTED 3 - FAULTY
2 - WRONG SIZE 4 - OTHER_____

You should also contact us before returning any goods that you believe to be faulty so that we can discuss the manufacturers warranty against faults caused by manufacturing defects.

It is your responsibility to pay the return postage costs and Tool Venture cannot refund these.

What to do when returning item(s):

1. All goods should be returned "as new" - unused and in the original packaging with any tags attached. Any damaged, incomplete or altered goods will not be accepted.
2. Please ensure that goods are properly packaged to prevent damage in transit and clearly marked with our returns address.
3. You should obtain proof of posting when sending your items back. We would also advise you take out adequate parcel insurance as we are unable to refund or replace items where the parcel has been lost or its contents damaged in transit to us.
4. Returns number - To obtain this login to your account and go to your order history. Select the relevant order and click on the "Return Items" button. Please select the items you wish to send back and the reason for the return. Click the "Submit" button and you will be given a unique returns number (RMA) which will be emailed to you and saved in your online account. Write the returns number on this form and include a copy of this with the goods you are sending back to us.
5. Alternatively print out this returns form, complete and send with your return items. Please remember to enclose your name, address and order number details, plus the reason for return.
6. Please ensure that the returns form is fully completed including the reason code as any missed information may delay your returns being processed.
7. Items returned for a refund or exchange will be processed within 2 working days of receipt, subject to stock of your requested exchange item being available.
8. If an item you are returning was supplied with a free gift this must also be returned or the cost of this will be deducted from your refund.
8. Items returned as faulty will take longer to be processed as these will be inspected under the manufacturers warranty. Full details can be found on our Easy Returns page.

Please ensure all items being returned are within 30 days of receipt. This does not affect your statutory rights.

For further information regarding Returns please visit our Easy Returns pages alternatively contact Customer Service on 0845 680 0112. (Lines are open Monday - Friday, 8.30am - 5.00pm)

Tool Venture Returns

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