



# NEED TO RETURN A PRODUCT?

We hope that your goods arrived safely and meet with your expectations but if for any reason you wish to return any items, please complete this form and send it along with the returned products to:

**Returns Department, GroWell Hydroponics, PO Box 3225, Warwick. CV34 5GH**

## YOUR DETAILS

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

## ITEMS TO BE RETURNED:

CODE	DESCRIPTION	QUANTITY

## WHAT DO I DO NOW?

Depending upon the reason for your return, there are a number of ways in which the products can be returned to us:

REASON FOR RETURN	ACTION REQUIRED	POSTAL OPTIONS
Wrong item ordered	<input type="checkbox"/> Replace <input type="checkbox"/> Refund <input type="checkbox"/> Credit your customer account	In this case, the reason for return is your mistake and you will need to pay for the postage on your returned and replaced items. We can arrange an uplift (best if product is being replaced), but will be at your cost. Please call <b>0333 033 22 95</b> to arrange an uplift or notify us of a return.
30 Day Money Back Guarantee	<input type="checkbox"/> Refund <input type="checkbox"/> Credit your customer account	In this case, the reason for return is your choice and you will need to pay for the postage on your returned items. We can arrange an uplift but it will be at your cost. Once we receive your return items, your refund (minus the postage costs) will be issued. Please call <b>0333 033 22 95</b> to arrange an uplift or notify us of a return.
Wrong item delivered	<input type="checkbox"/> Replace <input type="checkbox"/> Refund <input type="checkbox"/> Credit your customer account	In this case, the reason for return is our mistake and we will arrange to uplift at our cost your return item(s). If you are having a replacement product we will collect the return item(s) at the same time as delivery. Please call <b>0333 033 22 95</b> as we will arrange the uplift.
Goods damaged in transit	<input type="checkbox"/> Replace <input type="checkbox"/> Refund <input type="checkbox"/> Credit your customer account	In this case, the reason for return is our couriers mistake and we will arrange to uplift your item(s) at our cost. If you are having a replacement product we will collect the return item(s) at the same time as delivery. Please call <b>0333 033 22 95</b> and we will arrange the uplift.
Goods faulty on arrival (Please fill in below)	<input type="checkbox"/> Replace <input type="checkbox"/> Refund <input type="checkbox"/> Credit your customer account	In this case, the reason for return is a manufacturers mistake and we will arrange to uplift your return item(s) at our cost. If you are having a replacement product we will collect the return item(s) at the same time as delivery. Please call <b>0333 033 22 95</b> and we will arrange the uplift.

## So what went wrong?

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**Disclaimer:** GroWell accepts no responsibility for items that are damaged or lost in transit unless they have been uplifted by one of our couriers. If you choose to send your return via another postage method then it is your risk should this item become damaged or lost. We highly recommend that you use a "signed for" and insured delivery method if returning products to protect yourself against any loss. If description of fault(s) is not listed then extensive testing will be required, this may delay your refund or replacement being issued.