FSM GROUP
UK HEATING SPECIALISTS

RETURNS FORM

Tel: 0344 8006586 | Email: Info@fsmgroup.co.uk

In order to ensure your returned goods are dealt with quickly & efficiently you should complete all the sections of this returns form. Failure to complete the form correctly may result in delays with processing your return.

Sales order Number	

Name	

Address:

Postcode:

Contact Tel Number	

Items Returned	Qty	Reason for Return (Tick Box)					
		Wrong Size	Wrong Item	Wrong Colour	Goods not needed	Item Not Suitable	Other **

** If selected **other** please give details:

Send all returns to:

Units 6-7, Link 20
Bellingham Way,
Larkfield Aylesford,
Kent, ME20 7HD

Please note: All goods (unused and in a re-sellable condition) can be sent back to us for a refund with the exception of Flue liner, (both solid fuel or gas) as these liners are manufactured and cut to your specific length. Please also note that individual kit/pack components are non-refundable. Refunds are only available when all items from the kit/pack are returned. After 14 days a restocking charge is applied at 15% and after 30 days it rises to 25%.

Damaged Returns:

If a returned item is found to be damaged, we will notify you and hold the item for 30 days. During this time, you may request the item to be returned to you at your own expense.If we do not hear from you within 30 days, the item will be **safely disposed of.**