
RETURN FORM

Your Details: please complete the below details fully so we can process your return without delay:

Order Number	
Date of Purchase	
Company Name / Name	
Address	

Please indicate if you would like a refund or a replacement.

- ☐ Refund
☐ Replacement

Items Returning: please detail the items being returned along with the reason for return. Please see our return terms and conditions below before sending back any items:

Product Description	Quantity	Reason for Return	Details of fault or problems
		faulty / incorrect/ unwanted	
		faulty / incorrect/ unwanted	

Please note: There is a charge of £12.00 Inc VAT for any returns which will be deducted from the refund. The only exceptions are where the goods are faulty or the return is being arranged due to an error on our part. This charge is not applicable if the collection is not organized by Toolden.

Please complete and enclose this form with your returned goods to:

Toolden, Returns Department, 1 Esslemont Industrial Estate, Ellon, Aberdeenshire, AB41 8NW.

IMPORTANT - Terms & Conditions:

Please note that we will cover the cost of return where the item is faulty or an error occurred on our part. Please contact us to arrange return of such items so we can arrange the most appropriate method of getting the item back to us.

Please note that we cannot be held responsible for lost returns if the return is being sent by yourself so please ensure you return them via an appropriate courier or insured method as we do not accept any liability until received by us.

Goods should be returned in their original packaging where possible, with adequate extra protection to ensure that the goods and packaging reach us in good condition.

There is a charge of £12.00 Inc VAT for any returns which will be deducted from the refund. The only exceptions are where the goods are faulty or the return is being arranged because of our error.

Unwanted Items: Items ordered but not required may be returned providing that you do so within 30 days of receipt in an unused condition. Using an unwanted item will constitute use of that item as it will not be in resalable condition and a return will be refused on that basis.

Delivery charges: Please note that delivery charges are non-refundable in the event of an unwanted item being returned. We will cover the return shipping costs ONLY if the return is a result of our error and arrange for collection at a time convenient to yourself