

## 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

**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	Exchange / refund

**If rejected through our return's portal, please provide RMA number:**

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**

- 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.
- We cannot be held responsible for lost returns if the return is being sent by yourself. Please ensure you return items via an appropriate courier or insured method.
- Goods should be returned in their original packaging where possible, with adequate protection to ensure they reach us in good condition.
- **Unwanted Items:** Items ordered but not required may be returned within 30 days of receipt in an unused condition. Used items cannot be accepted as returns.
- **Delivery Charges:** Delivery charges are non-refundable for unwanted items. We will cover return shipping costs **only** if the return is a result of our error.