

Returns & Exchanges Form



21 Day Guarantee

We want you to be delighted with your order so if for any reason you are unhappy with your items you can return them, in perfect condition, and in their original packaging within 21 days for a replacement or a full refund.

To arrange a return:

- Please ensure you complete all the details on the Returns Form below for each individual item you are either returning or are missing from your delivery
- Please ensure you give us your reason for return by completing the Reason Code box
- Please give us as many comments as you can as these are very useful for us
- Please return to: Returns Department, Agriframes, Block 21, Unit 1, Cater Road, Bristol, BS13 7TW

If your item is over 1 metre long we are able to offer a collection service, please contact our Returns Department to arrange this.

PLEASE RETURN YOUR ITEMS TO:

Returns Department, Agriframes, Block 21, Unit 1, Cater Road, Bristol, BS13 7TW

Preferred method of contact
Email: info@agriframes.co.uk

Other method of contact
Tel: 0117 934 1790

We cannot accept responsibility for damaged or lost parcels. For your own peace of mind you may like to send your parcel by Recorded Delivery but we regret we can not refund this charge.

Order Number:

RETURN FORM - I am returning these items in accordance with Agriframes terms and conditions.

PRODUCT CODE	PRODUCT DESCRIPTION	QTY	UNIT PRICE	REFUND	EXCHANGE	REASON CODE
				Yes/No	Yes/No	
				Yes/No	Yes/No	
				Yes/No	Yes/No	
				Yes/No	Yes/No	

Please tell us your reason for returning the item by entering the relevant code in the 'Reason Code' box above

- | | | |
|---------------------------------|------------------------|------------------------------|
| 1. Arrived too late | 6. Changed mind | 10. Wrong item ordered |
| 2. Damaged on delivery | 7. Item too big | 11. Not suitable for purpose |
| 3. Quality not as expected | 8. Item too small | 12. Product failed in use |
| 4. Not as appeared in catalogue | 9. Wrong item received | 13. Parts missing |
| 5. Unwanted gift | | |

If there is any other reason, or you wish to elaborate, please specify

EXCHANGE FORM - I would like to order these exchange items in accordance with Agriframes terms and conditions.

PRODUCT CODE	PRODUCT DESCRIPTION	QTY	UNIT PRICE

PLEASE NOTE:

- If the new items you require cost less than the one you have returned we will refund you.
- If the new item you require costs more than the one you have returned, an additional payment is needed which we will contact you to obtain.
- Refunds for items bought as gifts can only be given to the original purchaser. If you decide to exchange an item the purchaser will be informed.

Customer Details (important information please complete)

Mr/Mrs/Miss/Ms	Delivery Address (if different from left)
Name	
Address	
Postcode	Postcode
Daytime Tel No. (in case of query)	Daytime Tel No. (in case of query)
Other Tel No.	Other Tel No.