RETURNS FORM 204

Date Received:

RETURNS ADDRESS: 86 SCUDAMORE ROAD LE3 1UQ

Returning your order:

When returning an item from Surya Heating, please make yourself familiar with our returns policy. This form will cover some brief points, but the full policy can be found at https://www.suryaheating.co.uk/returns-policy/

We recommend that any return made is sent back to us on some form of recorded or special delivery as these services, typically, are more reliable. When packing your return, ensure that everything is sent as securely as possible; we accept no responsibility for any damages or lost in transit. Wherever possible we also ask that items are returned to us in their original packaging.

NON-Returnable items:

Regrettably, due to their bespoke nature, Custom Printed Infrared Heating Panels are non-refundable, so we will always send a proofing image for confirmation before the order is dispatched.

Refunds:

Any refunds that need to be made will be done so against the original payment method and typically takes 5-7 working days to reach your account. Once a refund has been processed you will receive a notification. If we encounter any problems in making a refund, we will contact you accordingly.

Furthermore, any print image will be subject to a 15% re-stocking. This fee is taken directly from your refund.

Faulty Items:

If you happen to have an item that develops a fault within the warranty period, then you are covered with either a free replacement, or we will repair the returned item.

Any item that is returned faulty is subject to an internal inspection and thorough testing. Once complete we will decide whether the best course of action is to replace or repair the item.

SKU/ Product Code:	Reason for return	Exchange	Refund

* Order Number	* Full Name	* Email address	* Contact Number

All fields marked (*) must be filled before sending back a returned item, please call us on 0116 321 4124 if you need further details.