



## Returns Policy and Information



Unwanted goods to be returned must be posted at customers own cost within **5 days** of placing a return request and **28 days** from delivery date, by second class 'signed for' carrier service to: The Internet Electrical Store Returns, Unit 12, Riverview Business Park, Station Road, Forest Row, East Sussex, RH18 5FS.

*NB. Please retain your returns tracking number until your issue is resolved. The Internet Retailer is not liable for your shipping costs. Refer to <http://www.royalmail.com/personal/sending-mail> to calculate your returns cost.*



In order to resolve your issue, the product must be returned to us first, within 28 days from purchase date. The goods are your responsibility until they reach our warehouse. Upon inspection products will be replaced or refunded at our discretion with shipping costs deducted from any refund due. If you received free carriage, our standard carriage charge will be deducted from your refund. Products made specially to order cannot be refunded. The Internet Retailer cannot accept liability for consequential or indirect loss. Returns are only accepted when items are received back by us, within 28 days from purchase date, with details given below. Refunds will be paid once we receive and have accepted the condition of the products returned. Credit is not available. Please allow up to 10 working days once received, for payment. If you are unable to print this form, please supply clear handwritten details requested below to include with your return. We may receive multiple returns on any given day and will need these details to process your claim quickly.

Any further questions, please email [warehouse@theinternetretailer.co.uk](mailto:warehouse@theinternetretailer.co.uk)

Customer delivery address	Reason for return
Name _____	_____
Address _____ _____	_____
Postcode _____	<p><b>What would you like doing with your item?</b> (please circle) Replacement / Refund / Returning item only (correct item already sent)</p>
Telephone _____	<p><b>How did you pay for your item?</b> (please circle) Paypal / Credit Card / BACS / Cheque</p>
Paypal Email _____	<p><b>Please indicate transaction date*** &amp; order no.</b></p>
Ebay user name _____	<p>*** NB. for either return or refund please indicate your original transaction date and we will check against our payment system to verify your original order, this speeds up the return process.</p>
Ebay item no. _____	



Product returned for refund must be returned in the original packaging and in a resaleable condition within 28 days. Please note that returning some items may incur a handling charge depending upon the manufacturer's terms. This may be as much as 50% of the original invoiced amount from some manufacturers. Please allow 2 weeks from the return collection or posting date for us to credit your account. We will refund the credit, debit card or Paypal account of the person who originally placed and paid for the order. Credit is not available. **Please note, after 28 days orders are not covered by our returns policy.**



Additional comments \_\_\_\_\_



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