



RETURNS FORM

Returns & Exchanges

All our products are guaranteed to be free from any defect at the time of purchase. If an item is found to be faulty upon receipt, we will refund or replace the product without charge. In such instances we will always request that an image of the fault is sent through first for us to assess; this is the quickest and most efficient way for us to resolve any customer issues.

In the unlikely event that you are not satisfied with any goods purchased or have changed your mind about the purchase, please inform us in writing (e-mail is also satisfactory) within 14 days of receipt of the goods to arrange for their return. **Any goods you wish to return must be unused and in their original packaging.** Goods should be sent to our address at the bottom of this page.

Please note: original **carriage costs will only be refunded if goods are faulty or differ from what was advertised.** If you would like us to organise for the goods to be returned please contact us to arrange this; the return carriage costs will then be deducted from any refund due.

In the event of unwanted goods being returned, **Tarpaflex reserve the right to levy a restocking fee;** you will of course be informed of this before your refund is processed. A fee will also be levied on any goods requiring repacking or cleaning; please contact us for further details.

REASON CODE	
A	FAULTY
B	CHANGED MIND
C	WRONG ITEM SENT
D	DOES NOT SUIT PURPOSE
E	OTHER (PLEASE STATE)

NAME:	
ADDRESS:	
INVOICE/ORDER NUMBER:	
ORDER DATE:	

ITEM/S BEING RETURNED	QUANTITY	REASON CODE	REFUND OR REPLACEMENT



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