



Returns Policy

Gardencentreonline.com wants you to be happy with your purchase. If for any reason you are not, please follow the instructions below so we can fix it for you as quickly as possible.

RETURNS

If you wish to return any unwanted items you must do this within 14 days of receipt of the goods. You will be required to pay the return postage costs. We strongly advise you to use a method that can be tracked or as a minimum get proof of postage. If the item is too heavy and you need help to arrange this, then please contact us. Returns need to be sent to the address below.

Please complete the form with the relevant details, your name, order number, goods you are returning, reason you are returning them and whether you want a replacement item or refund.

FAULTY AND DAMAGED GOODS

If you have received goods that are faulty or damaged please contact us within 7 days of receipt. We will offer you a replacement or refund so please contact us to arrange this on the telephone number below.

INCORRECT GOODS

If you have received an incorrect item that you did not order, please contact us on the telephone number listed below so we can arrange to send you the correct item.

Gardencentreonline.com Telephone 0845 0943204
Returns Department Fax 01664 823779
Unit 2A Email ordercentre@gardencentreonline.com
Old Dalby Business Park
Leicestershire
LE 14 3NJ

ORDER CANCELLATION

In line with the Distance Selling Regulations, you have the right to cancel your order up to 7 working days after receipt of the goods. If you wish to do this you must inform us in writing via letter, fax or e-mail – we are unable to accept cancellations by phone.
This does not affect your statutory rights as a consumer.

Returns Form

Please complete this form and attach it to the Packing Slip and put it in the parcel with the goods you are going to return to us. If you are returning faulty, damaged or incorrect goods, please make sure you call us before you return them. Please give us as much information as you can about any fault or damage as this helps us make any future improvements to our products.

Name:

Order Number:

Item Code	Item Description	Reason Code	Refund Required	Replacement Required (Please contact us regarding the postage)

Please indicate whether a refund or replacement is required by ticking the relevant column. If you want a different item, please indicate the item code and description.

Signed:

Date:

- Reason Codes
- 01 Faulty
- 02 Damaged
- 03 Incorrect item received
- 04 Incorrect quantity received
- 05 I ordered the wrong item
- 06 Unwanted item

Address.....

Postcode.....

Telephone.....

We thank you for your co-operation in completing this information so we can help process your return as quickly as possible.

