



*Attention: Please ensure you have read fully our process for returns so you're not disappointed.*

### **OLD FASHIONED BATHROOMS RETURNS – IMPORTANT INFORMATION ABOUT OUR PROCEEDURE**

To enable us to process your return and credit your method of payment, we would ask you to follow these 3 easy steps:

1. Contact us via email with a formal note for the reason for returning the package. You will then be asked to fill in a form which you will be provided. Please fill this in and put it in the packaging for the product so it comes back to us. If this is not possible, then please write us a formal email stating the reason for return and provide pictures if necessary.
2. Please ensure the product being return is placed back into its original packaging with the same level of care it was delivered. If there are any fittings make sure these are included and cannot damage the product in transit. **IMPORTANT** – This is vital to ensure no damage occurs to the product in return transit. If the item is poorly repackaged and damage to the product is incurred, then a refund may be refused.
3. Check that there is no unnecessary movement within the packaging and that the paperwork is included in the box then carefully seal the box ensuring it cannot come open in transit. If you would like us to arrange the return please email us at [sales@oldfashionedbathrooms.co.uk](mailto:sales@oldfashionedbathrooms.co.uk), the return shipping cost will be deducted from your refund and we will email you a shipping label to attach on the outside on the box. Please ensure the barcode is straight and visible to ensure the couriers can scan it when collecting the parcel. Alternatively, you can return this product to us using a courier of your choice, please make sure the product is properly insured and send it to: Old Fashioned Bathrooms, Stonham Road, Mickfield, Stowmarket, Suffolk, IP14 5LS

All non-faulty items should be returned in re-saleable condition within 14 days (please refer to the returns policy). Failure to follow these instructions may result in credit being refused.

If you have any returns enquiries, please refer to the 'terms and conditions' and 'returns and refunds' pages on our website for full details.

Thank you, from Reeve & Co (Bathrooms and Tiles) Ltd t/a Old Fashioned Bathrooms