

RETURN CODES

Customer Name:

Order No:

Order Date:

Let us know why you are returning your item(s)

- 1 - Damaged
- 2 - Faulty
- 3 - Received incorrect item
- 4 - Doesn't match description or image
- 5 - No longer required
- 6 - Other

We really hope that you enjoyed shopping with Garden Trading and that you are happy with your purchase. However, if something is not quite right you can return it to us within 28 days of receipt.

Please note, our carrier may not deliver all goods in one delivery. If this is the case, you can expect your remaining goods within 48 hours of this first delivery. If you have not received your full order within 48 hours, then please contact us.

PRODUCT CODE	QTY	RETURN CODE	REFUND	COMMENTS

- 1. Complete and enclose this returns form.
- 2. Goods must be returned in their original packaging with all parts included and in the condition they were received, including the outer box.
- 3. Send to: Returns, Garden Trading, Hargreaves Road, Groundwell Industrial Estate, Swindon, SN25 5AZ
- 4. Choose your own courier. You are responsible for the cost of returning your item(s) to us.
- 5. Your refund will be processed within 14 days of receipt.

CONTACT US

gardentrading.co.uk
01993 845 559
customerservices@gardentrading.co.uk
Monday to Friday: 10am to 4pm

You are responsible for the item until it is received at Garden Trading. We recommend requesting proof of postage.

Please ensure that fragile items are protected and safely packaged. If the item is damaged in transit due to poor packaging, we may not be able to issue your refund.

Your return will be inspected. Goods found to be used, damaged, marked or scratched will not be refunded or exchanged.