Garden Trading®

RETURNS FORM

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. Some consignments may be split by the courier, and Specialist Delivery can take up to 14 working days.

Customer Name _____

Order Number _____

Order Date _____

REASON CODES

1. No Longer Required
2. Damaged / Faulty*
3. Other

ITEMS TO RETURN

Product code	Qty	Reason code	Refund	Comments

*Damaged / Faulty

Before returning your product, please follow these steps, whether it was damaged in transit or appears to have a manufacturing fault:

1. Email clear images or videos of the damage or fault to customerservices@gardentrading.co.uk.
2. Let us know whether you would like a refund or a replacement.
3. Keep the item and its packaging while we review your enquiry.

Once we have received your enquiry, our Customer Service team will respond within 2 working days.

HOW TO RETURN YOUR ITEMS

1. Complete this form and enclose it with your return.

2. Return goods in their original packaging, including the outer box, with all parts included and in the condition they were received.

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.

You are responsible for the item until it is received at Garden Trading. We recommend requesting proof of postage. Please ensure fragile items are protected and safely packaged. If an item is damaged in transit due to poor packaging, we may not be able to issue your refund.

All returns will be inspected. For change-of-mind returns, items must be unused and free from damage, marks or scratches. For items received damaged or faulty, please follow the guidance above before returning them.