

Step 1



Email our team at [support@heatandplumb.com](mailto:support@heatandplumb.com) with your reason for return and clear images of the item(s).

Step 2



We can arrange a chargeable collection or return the item by courier yourself\*  
(We'll provide the correct return address and instructions)

Step 3



Your item(s) will be returned to our warehouse for inspection by our team

Step 4



Once the goods have been received and inspected, we'll process your refund promptly

Order number

Product code	Product description	QTY

Reason for return

If the goods being returned are not faulty, to qualify for a refund the goods must be returned unused, in good re- saleable condition including original undamaged packaging and with the original delivery note. If you cannot find any other item that you would like we will refund you for the item less the actual delivery cost and handling charge . [www.heatandplumb.com](http://www.heatandplumb.com) reserves the right to refuse any refund if the returned goods do not meet these conditions. We advise you to take out insurance for the return delivery, as items not received in re-saleable condition will not be eligible for either an exchange or refund.

In some cases self return via courier will not be possible due to entry retrictions at the warehouse