

Return Request Form



PLEASE DO NOT RETURN GOODS WITHOUT RECEIVING YOUR RETURN NUMBER VIA EMAIL

STEP ONE



Please complete this form and send it to returns@heatmiser.com.



STEP TWO

We will process your request and send you a return number.



STEP THREE

You can then return your product(s) to us with your unique number.

Returns

You have the right to return a product for any reason within fourteen days of delivery, per your statutory rights.

We will issue a refund for unwanted products if returned within **thirty days**. However, a 20% restocking fee will be charged if returned after fourteen days. Trade customer terms apply.

Unless your product is confirmed as faulty, shipping and carrier charges are non-refundable, and the customer is responsible for the cost of the return.

Please note, if you bought the product from a third-party supplier, you must contact them to arrange the return.

Faulty Products

If you are experiencing problems with your product(s), please contact us on **01254 669090** before you complete this form so we can attempt to resolve the issue.

We operate with a two-year back-to-base warranty, which requires all suspected faulty items to be returned and tested before any replacements are issued.

Faulty products returned within **thirty days** will be refunded. A replacement will be sent if you return a product after this period.

Order Details

Order/Invoice Number		Order Date	
Customer/Company Name		Case Reference Number	
Address			
		Post Code	
Contact Number		Email Address	

Return Information (Replacement Order Number if Applicable)

	Product Name	Batch/Lot Number	QTY	Reason Code	Replacement Order Number
1					
2					
3					
4					
5					
6					

Return Codes

1 – Unwanted	2 – Wrong Colour	3 – Wrong Product	4 – Incorrect Quantity	5 – Not as Described
6 – Unsatisfied	7 – Advised Wrong	8 – Product Damaged	9 – Faulty Product	10 – Other

Comments: