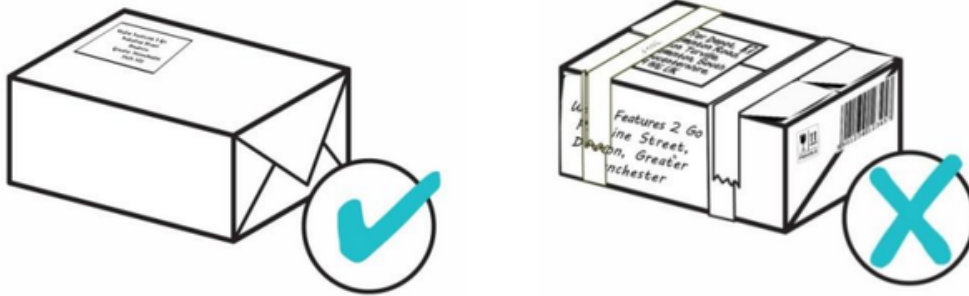


Please print this document and place inside the returns package.
Please do not email this to us

How To Return Items

Please read our returns policy and check that your item meets all the requirements. You can find our full returns policy at: <https://www.waterfeatures.com/terms-conditions/> or on the back of this page.

Goods must be returned at the customer's cost, unused and in the original packaging. Any return received with a courier / postal label stuck directly to the products will not be processed. The customer is liable for return delivery charges if your return is refused.



Refunds

Refunds will be made against the original payment method following receipt of the product in 'as new' condition. Refunds can take up to 30 days to be credited to your payment card / PayPal / Klarna. We do not refund the cost to send the item back.

Faulty Items

We do our best to ensure we only provide you with the best quality products, unfortunately faults do occur from time to time. We like to resolve problems as quickly and efficiently as possible. So please contact to us by telephone (0161 375 1235) or email (help@waterfeatures.com) so we can try to help before return of the item. Most faults can be diagnosed and resolved through photos / videos.

If we ask you to send back the item please do so with a detailed description of the fault. We will carry out an inspection and contact you from there to decide on the best course of action.

Return Address

Please ship your return to:

Water Features
DIY2Go House
Palatine Street
Denton
M34 3LY

Return Form

Order Number:

Name:

Postcode:

Reason For Return:

- ☐ I have read this agreement and agree to the terms and conditions
☐ I have adhered to all the return requirements

Date:

Signature:

Returns Policy

We are sure you will be delighted with your purchase. If however, it is not exactly what you wanted then you have the right to cancel your order, provided we are notified and the item is returned to us within 14 calendar days from receipt of goods. This does not include products which have been used, personalised, business to business transactions or products which were ordered to your specification.

If you wish to cancel your order you must notify our customer care team via help@waterfeatures.com.

Terms and Conditions

- We will issue a returns number which must be clearly labelled on all returns.
- Please do not send back items without a returns number.
- Please do not write directly on the product packaging, as this may be classed as damage and invalidate your refund. Please only affix official carrier labels to the external box.
- In all cases, your product must be complete and in 'as new' condition.
- If you have opened the box to examine the product you must have done so without damaging or marking the product or packaging.
- The Product must not have been used or installed.
- It should be returned with the original box and packaging, along with any accessories and literature you received with it.
- You, the customer will be liable for return delivery charges.

If you follow the above steps, we will issue you with a full refund for the cost of the Product and any standard delivery charge you may have paid to receive the product. Next day, timed, Saturday or outside UK mainland additional delivery charges will not be refunded. You will be liable for return delivery charges. Refunds take up to 30 days to be credited to your original method of payment following receipt of the product by Water Features in 'as new' condition.

All our products have at least a one-year manufacturer's warranty. Faults are very rare, but if you consider an item to be faulty please call or email us immediately. We may be able to help solve the problem over the phone. If the product needs to be returned for inspection, please check with us how the item should be returned. In all cases we reserve the right to inspect the product and verify the fault. Faulty products will be repaired or replaced. This promise does not cover faults caused by accident, neglect, misuse or normal wear and tear. Please always follow the manufacturer's installation and aftercare instructions, as not doing so will invalidate the warranty. This returns policy does not affect your legal rights.

