

CUSTOMER RETURNS

If for any reason you are not satisfied with any products purchased from Towler & Staines Ltd you may return them within 28 days for a refund. Refunds are automatically credited back to the original payment method.

Goods must be returned to us unused and in “as new” condition with original packaging.

If you wish to return an item, please print out this page and send it with your parcel and a copy of your invoice to the address below.

The initial post and packing charge is only refundable for faulty goods and not for incorrect orders or goods no longer required.

Towler & Staines Ltd cannot accept responsibility for any goods lost in transit.

If you have an item which appears to be faulty, please email photographs to: gas@towler-staines.co.uk. Do not return the item to us unless requested by a member of staff. We will contact you in response and take the matter from there.

CUSTOMER NAME:	
CUSTOMER ADDRESS:	
EMAIL / TEL NO:	
INVOICE / ORDER REF:	
RETURNED ITEMS:	
REASON:	

RETURN TO: Towler & Staines Ltd, 85 Bradford Road, Keighley, BD21 4BL