



Tooled-Up.com  
 78 Suez Road, Brimsdown, Enfield, Middlesex, EN3 7PS  
 Tel : 020 8805 3535

## RETURN FORM

**Your Details :** please complete these details fully so we can process your return without delay :

Order Ref or Despatch No	:	Date of Purchase	:
Name	:		
Company Name	:	Contact Tel No:	:
Address	:	Email Address:	:
Postcode	:		:

**Items Returning :** please detail the items being returned along with the reason for return. Please see our return terms and conditions below before sending back any items :

Part No	Description	Quantity	Reason for Return	Details of fault or problems with item
			faulty / incorrect/ unwanted	
			faulty / incorrect/ unwanted	

**Do you require :** Replacement Items \_\_\_\_\_ or Refund \_\_\_\_\_ (please tick one. If returning faulty items refunds will usually only be offered for items less than 30 days old, please contact us for details.)

**Please detail any replacement items below even for direct replacement of the same items as above :**


We may need to contact you via telephone to obtain your payment details if you are exchanging items for goods of a different value, or if you require a refund and your original order was more than 30 days ago.

Please complete and enclose this form with your returned goods to:

**Tooled-Up.com, Returns Department, 78 Suez Road, Brimsdown, Enfield, Middlesex, EN3 7PS.**

**IMPORTANT - Terms & Conditions :**

All of our products are covered by a manufacturers warranty covering both faulty materials and faulty workmanship, it does not cover general wear and tear or damage.

Please note that we will cover the cost of return where the item is faulty or an error occurred on our part. Please contact us to arrange return of such items so we can authorise / arrange the most appropriate method of getting the item back to us. **Please do not send the item back without authorisation from us** as we may opt to arrange for collection of the item. Please note that collections can only be arranged for certain items depending on the type of item.

Please note that we cannot be held responsible for lost returns so please ensure you return them via an appropriate courier or insured method as we do not accept any liability until received by us.

Goods should be returned in their original packaging where possible, with adequate extra protection to ensure that the goods and packaging reach us in good condition.

**Unwanted Items :** Items ordered but not required may be returned providing that you do so within 14 days of receipt in an unused and fully unopened / packaged condition. Opening the packaging of an unwanted item will constitute use of that item as it will not be in resalable condition and a return will be refused on that basis. These include goods that may be a special order or manufacture, and items which have specific storage conditions or limited shelf life. Items returned without their original packaging or tags attached or used could be refused for a refund, B2B Customers returning unwanted goods will be subject to a 25% restocking and Handling fee.

**Delivery charges :** Please note that delivery charges are non refundable in the event of an unwanted item being returned. Where an order is placed under special delivery arrangements any delivery charge is non refundable in the event of a return for any reason.

**Manufacturers Warranty :** Please contact us before sending back your faulty goods. Many brands will be covered by a manufacturers warranty that enables faulty goods to be collected and repaired or replaced as applicable by the manufacturer.