

Returns Form



Please ensure you fill out the form and enclose this with your **proof of purchase inside the package**. Returns will not be processed without a proof of purchase.

We are only able to refund up to £7.50 for return postage if the products being returned are faulty or an item has been sent in error by ourselves.

We advise you get in contact with us in customer services before you send faulty goods back.

You can send any item back within 14 days of delivery if it is in original packaging and in an unused and 100% sale-able condition.

Any item received after the 14 days will not be eligible for a full refund. However, a replacement or credit note maybe issued.

iQuatics Ltd is not liable for any postage costs incurred nor insurance for the returned item.

Please note faulty items may be repaired depending on the faults, and all goods are subject to the manufacturer's warranty period.

Email:

sales@iquaticsonline.co.uk

Opening Times:

Monday - Friday, 8am till 4.30pm

Saturday & Sunday - Closed

Returns Address:

iQuatics, Prince Street Business Park,
Prince Street, Leek Staffordshire
Moorlands, ST13 6DB

Customers Address & Details:

FULL NAME:

ADDRESS LINE 1:

ADDRESS LINE 2:

TOWN: POSTCODE:

TELEPHONE NUMBER:

METHOD OF PURCHASE: eBay Telephone Order Website Amazon

ITEM DESCRIPTION	REASON FOR RETURN CODE	ACTION REQUIRED CODE

Reason for return code: A. Unwanted B. Does not fit C. Wrong item received D. Faulty (Please specify in comments) E. Other (Please specify in comments).

Action required code: A. Replacement (Please specify in comment s) B. Credit C. Refund

Comments:

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