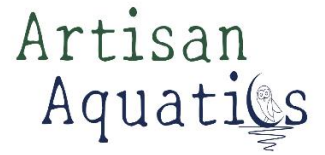


Product Return Form



Please complete this product return form and send it with the product(s) you are returning to this address:

Artisan Aquatics
Fern Farm, Abbey Rd,
Hougham,
Dover
Kent
CT15 7DH

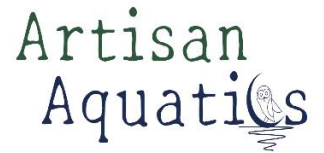
| PROVIDE PURCHASE & PURCHASER INFORMATION | | | |
|--|--|-----------|--|
| NAME | | ORDER NO. | |
| ADDRESS | | PHONE | |
| | | EMAIL | |
| | | | |
| | | | |
| POSTCODE | | | |

| FIRST PRODUCT BEING RETURNED AND REASON | | |
|---|---------------------|---------------------------------------|
| PRODUCT CODE | PRODUCT DESCRIPTION | QUANTITY |
| | | |
| REASON FOR RETURN – UNUSED NOT REQUIRED/ FAULTY (PLEASE DESCRIBE FAULT) | | IF NOT REQUIRED REPLACEMENT OR REFUND |
| | | |
| | | |

| SECOND PRODUCT BEING RETURNED AND REASON | | |
|---|---------------------|---------------------------------------|
| PRODUCT CODE | PRODUCT DESCRIPTION | QUANTITY |
| | | |
| REASON FOR RETURN – UNUSED NOT REQUIRED/ FAULTY (PLEASE DESCRIBE FAULT) | | IF NOT REQUIRED REPLACEMENT OR REFUND |
| | | |
| | | |

| THIRD PRODUCT BEING RETURNED AND REASON | | |
|---|---------------------|---------------------------------------|
| PRODUCT CODE | PRODUCT DESCRIPTION | QUANTITY |
| | | |
| REASON FOR RETURN – UNUSED NOT REQUIRED/ FAULTY (PLEASE DESCRIBE FAULT) | | IF NOT REQUIRED REPLACEMENT OR REFUND |
| | | |
| | | |

RETURN POLICY SUMMARY



Thank you for purchasing from Artisan Aquatics.

If you have a problem with an order, we have supplied we're happy to help.

Below is a summary of our returns policy and process, however if you have any questions, please do not hesitate to contact us on **07763327548** or **sales@artisanaquatics.co.uk**

Plant orders.

If your plant order arrives late or with the package damaged please take a photograph of the packaging prior to opening (if possible) Then unwrap the package and take a photograph of the plants. Then, for Aquatic plants place directly in water, quarantined from your pond. For Garden Plants unpack and water them. Please retain the packaging. Please send the images by What's App to **07763327548** or email **sales@artisanaquatics.co.uk**. If the plants are viable but in poor condition, we will arrange for the plants to be collected and posted back to our nursery and either issue fresh plants or refund depending on your preference.

Products Not Required

Returns Process for Non-Plant Products

- If a product is returned as 'not required' the return must be initiated by notifying us or us receiving the item within 14 days from the date you received your purchase. **Note we cannot accept returns for bespoke items such as tailor-made Box Pond liners unless faulty.**
- Items must be in their original state and condition and in the original packaging/labels.
- Include any invoice, packing slip, or proof of purchase.

Refund Process

- Any original carriage charges and return shipping charges are not refundable so you will receive a full refund of the original product price.
- If the original purchase included a discount code, this will be cancelled, or if already used, deducted from the product refund.
- Refunds will be applied in the same way as the original purchase was made.

Faulty Products (within guarantee period)

Returns Process

- If a product is returned as 'FAULTY' the return must be initiated by notifying us. Then us receiving the item within the products guarantee period.
- Include any invoice, packing slip, or proof of purchase.
- Once we receive your returned item, it will be inspected/tested and if faulty a replacement product will be issued as quickly as possible.
- We may need to contact you for additional information regarding any reported faults.

Exchange Process

- Return shipping charges are not refundable.
- Any product replaced within the guarantee period will inherit the remainder of the original product guarantee.

Faulty/Damaged on Delivery Products

If a product is faulty or damaged on delivery, please contact us as soon as possible on **07763327548** or **sales@artisanaquatics.co.uk** so we can discuss the most effective solution to the issue.

Not Required/Faulty Product Collections

Although it is your responsibility to return not required/faulty products, we do understand this can be quite difficult to organize. If required, we can arrange for a carrier to collect the item you wish to return. This is a chargeable service and, may include a re-stocking fee. Please contact us on **07763327548** or **sales@artisanaquatics.co.uk**