



Customer Service

Call: +44 01376 346197
(Available Mon - Fri 9am - 5:30pm)
Email: info@toolchimp.co.uk

ToolChimp Ltd
Returns Department
Unit 12, Lakes Farm,
Off Queenborough Lane,
Rayne, Essex
CM77 6TE

CUSTOMER RETURNS FORM

Please complete and enclose this form along with your returned item(s) to our Returns Department.

Your Details - Please complete these details fully so we can process your return without delay.

Order No:		Order Date:	
Name:		Phone No:	
Company Name:		Mobile No:	
Address:		Postcode:	
Returns No:		Email Address:	

**PLEASE NOTE - NO REFUND WILL BE MADE UNLESS AN OFFICIAL RETURNS NUMBER IS OBTAINED
(PRIOR TO RETURNING THE GOODS TO TOOLCHIMP LTD)**

Please give details of the item(s) being returned along with the reason for return. Please see our return terms and conditions below before sending back any items - <https://www.toolchimp.co.uk/returns-policy>

SKU	Description	Quantity	Reason for Return	Details of Fault or Problem

Do you require: Replacement Item(s) 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 enter replacement items below, even for direct replacement of the same item(s) as above.

SKU	Description	Quantity

How did you Pay? Credit/Debit Card PayPal Klarna Other (Please tick one)

Please complete and enclose this form along with your returned item(s) to our Returns Department.

IMPORTANT - Terms & Conditions:

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

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 7 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 resaleable condition and a return will be refused on that basis.

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.

Manufacturer's Warranty: Please [contact us](#) before sending back your faulty goods. Many brands will be covered by a manufacturer's warranty that enables faulty goods to be collected and repaired or replaced as applicable by the manufacturer.

IMPORTANT: Please allow up to 28 days for your return to be processed.