FLOVA®

Returns Forms

Company: .....

Contact name: .....

Original order number: .....

Email address: .....

Account reference: .....

Contact number: .....

Collection address:

Date: .....

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Qty	Product code	Description	Original invoice no:	Reason for return *(Faulty / Leaking are not sufficient explanation)*	Price

Requests for items not required must be received within 28 days, be in the original packaging and in perfect condition. These goods will be subject to a 25% re-stocking charge with a minimum value of £12.95 + VAT.

I confirm the above item(s) are packed in outer packaging and are ready for collection: YES ☐ NO ☐

Quantity of outer packages (boxes) for return: ☐

Office & Warehouse address:

Flova UK Ltd, Swallow Business Park, Diamond Drive, Golden Cross, Hailsham, East Sussex, BN27 4EL

Flova UK Ltd. Registered office: 30-34 North Street, Hailsham, East Sussex, BN27 1DQ Registered in England & Wales 8334267 VAT number: GB177541583

Returns Policy

At Flova UK we always endeavour to offer the very best service, even when you are returning products to us.

Our comprehensive returns policy has been devised to simplify the procedure. Goods to be returned must be made in writing to customerservice@flova.co.uk and include this returns form. Requests for items not required must be received within 28 days, be in the original packaging and in perfect condition. These goods will be subject to a 25% re-stocking charge with a minimum value of £12.95 + VAT. Return requests for damaged goods, shortages and picking errors must be received within 48 hours of the delivery date. In the event that you need to return an item with a suspected manufacturing fault, please provide full details of the fault. The word 'FAULTY' is NOT an acceptable reason for return. Flova UK will collect and conduct a manufacturing inspection to determine the issue.

Arranging a Return

In order to successfully arrange a return, the following conditions must be satisfied:

- The goods must comply with our returns policy.
- The goods must be ready for collection at your premises.
- All goods must be in re-saleable conditions, in original boxes, and packed in outer protective packaging.

Boxes that have been marked or defaced in anyway will not be accepted for return. Failure to comply to this may result in a refusal of credit and goods will be made available to you to collect at your own cost. A copy of our collection note must be placed in the box. An accurate reason for return must be provided. The word 'FAULTY' is NOT acceptable.

Return confirmation

Once your request has been actioned, you will receive confirmation via email. Please ensure that you obtain a proof of collection for your own records, if necessary please ask the driver to sign the returns form. We will instruct our courier to collect the item(s) from you within 4 working days. If goods are refused due to non-conformity and/or the courier is unable to collect the return from you a charge of £15.00 will be added to your account and the collection request will be cancelled.

Quality Control

Our quality control supervisor will inspect the item before booking it in on our system. If the product is found to be faulty as described a credit will be issued within 4 working days. However, should the product prove not to be faulty no credit will be issued. An inspection report is available upon request.

Contacts

Please contact the Customer Service Team should you require further information.

Telephone: 01323 846230
Email: customerservice@flova.co.uk

Your signature is required to confirm your acceptance of these terms. It is a condition of your account application that you agree to these terms.

Name: .....

Signature: ..... Date: .....