

RETURNS FORM

Name:	
Date:	
Order Number:	
Product Description:	
Telephone:	
Email:	

Please return your item to the following address:

**Pumpify
 New Street
 Parkfields
 Wolverhampton
 West Midlands
 WV4 6AN**

REASON FOR RETURN (please tick ✓ the appropriate box)

Warranty Issue/Faulty	Unwanted Item/Change of mind (Return required within 7 days)	Incorrect Item Recieved	Damage In Transit

Please answer questions below.

1. Description of fault?
2. Confirmation what the goods have been pumping?
3. Please confirm goods have been cleaned before returned?

PLEASE NOTE – Additional information may be required.

Once your item is received it will be inspected and the appropriate course of action will be taken. The returned item should be returned new, unused and boxed within the original packaging to be granted a full refund on any returns that are unwanted. If it does not meet these requirements a part refund and/or re-stocking fee may apply.

Our full terms and conditions can be found at <https://www.pumpify.co.uk/terms-and-conditions>

If you return a product to us under warranty, once the goods have been received, it will be sent to the manufacturer for inspection and investigation. They will conclude whether the pump has a genuine fault. If so, a replacement pump will be sent out. If the report concludes there is not a fault with the pump you will be notified accordingly. This process can take up to 2 weeks once the pump has been received by us.

PLEASE NOTE: Pump manufacturers reserve the right not to inspect any products under warranty that are not clean. If a pump is sent back for a warranty inspection, the pump should be returned to us in a clean state, without any liquid or contaminants on the pump

IMPORTANT – Returns WILL NOT be processed if this document is not included within the return.