



FOUNTAIN FILTERS

Returns

At Fountain-Filters, we really hope that you enjoy the benefits of great tasting water straight from your tap. But, if it's just not right all you need to do is complete the details below and follow the instructions. If you need help at any time please send us a message on our contact page www.fountain-filters.co.uk or call 01352 838 281.

Name:	Email:
Telephone Number:	
Items that you are returning:	
Please tick your reason for return	
I ordered the wrong items	I found better prices elsewhere
I just don't want it anymore	Product was faulty/damaged when it arrived
You sent me the incorrect items	Other (please state)
Exchanges – please tell us which items you would like as an exchange.	

1. Put this completed form in with the items you want to return and post back to us within **14 days** of receipt. Clearly mark the front of the parcel 'Returned items' and send to:
23 Mill Vale, Newburn, Newcastle upon Tyne, NE15 8HF.
2. If you are posting within the UK, ask for a Proof of Postage from the Post Office as you'll need this if the parcel gets lost in the post. Fountain-Filters regrets that we cannot be held liable for returned parcels that are lost or damaged in the post.
3. Once we've received the returned items we will send you an email to let you know that they have arrived safely and then make a refund to you. We aim to do this straight away but please allow up to 10 days. We will send you an email confirming that the refund has been made to your original payment method.
4. We thoroughly check all items before they are posted, so unless the items were damaged in transit we will not make a refund for any postage costs that you have paid when returning the items to us. For peace of mind you may want to use Recorded Delivery.

Items should be in their original packaging, unused and in saleable condition. Try and keep any labels intact until you are happy that you wish to keep the items.

Exchanges

We are more than happy to exchange items provided they are in fully resaleable condition. Please follow the instructions for Returns above, clearly marking on the form the items you would like as an exchange. If you are returning items from within the UK, we will send out any exchanged items free of charge.

For our customers outside of the UK we will charge the postage and packaging costs for all exchanges.

You may have to make an additional payment if your exchange items are greater in value than the items you are returning. If any of the items you want are out of stock we will let you know as soon as possible and when they will be back in.