

## RETURNS & EXCHANGES FORM

At Fountain Filters, we want you to enjoy great-tasting water from your tap. If you need to return or exchange an item, please complete this form and follow the instructions below. For help, visit our contact page or call **01352 838 281**.

### Customer Details

Name:		Email:	
Telephone:		Order Number:	

### Items Being Returned

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### Reason for Return (please tick)

  
  


Ordered wrong item  
 No longer required  
 Incorrect item received

  
  


Found better price elsewhere  
 Faulty or damaged on arrival  
 Other (please state): \_\_\_\_\_

### Exchanges (if applicable – list item(s) required)

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### How to Return Your Items

- Return items within **14 days** of receipt. Enclose this completed form and mark the parcel **“Returned Items.”**  
 Return address: Fountain Filters, Strowger House, Sandy Lane Industrial Estate, Newcastle upon Tyne, NE3 5HE.
- UK customers should obtain Proof of Postage. We cannot be held responsible for items lost or damaged in transit.
- Approved refunds will be processed to the original payment method within **10 days** of receipt.
- Return postage costs are non-refundable unless items were damaged in transit. Recorded Delivery is recommended.

**Items must be unused, in original packaging, and in resaleable condition.**

### Exchanges

Exchanges are available for items in resaleable condition. UK exchanges are sent free of charge. Non-UK exchanges incur postage and packaging costs. Additional payment may be required if the exchange item is higher in value. If an item is out of stock, we will contact you with availability details.