



## RETURNS FORM

### REPLACEMENT & REFUND POLICY

Only unopened and unused products suitable for resale are eligible for a full refund, unless the products arrived in a faulty condition.

1. Fill out this form in its entirety.
2. Place the completed form in the box with the items you wish to return, or affix the form to the side of the package.
3. Return the items as per shipping instructions.

NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
POSTCODE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_  
TEL...: \_\_\_\_\_

QTY	SKU #	REASON FOR RETURN	REFUND	REPLACEMENT	ORDER NO.	ORDER DATE
			(SELECT ONE OPTION)			

### SHIPPING INSTRUCTIONS

Send the package to the address listed. If the return is due to a faulty product, VPS will arrange shipping at no cost to the customer.

## SHIP TO

VPS UNDERFLOOR HEATING  
UNIT 30  
WESTFIELD NORTH INDUSTRIAL ESTATE  
GRAYSHILL ROAD  
CUMBERNAULD  
G68 9HQ

Any Heatmiser products which arrived in clear plastic wrapping must be returned in the same wrapping to be considered saleable. We cannot provide refunds or replacements for products which have been removed from this packaging.

The above does not apply to faulty goods.

**\*\*PLEASE NOTE\*\***

**RETURNS FORM ENCLOSED - PLEASE FILL OUT FOR  
ALL ITEMS RETURNED**



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