



Return Goods Authorisation Form

Important: Please print and fill out this form before returning any products. Place this form in the box with the return item.

Name:	Invoice No:
Address:	Date of Purchase:
Address2:	Model:
City:	Serial No:
Postcode:	Authorised by:
Phone:	
Email:	

Reasons for Return

(tick all that apply)

Please note that special order and special offer items are not refundable unless faulty

- | | | |
|---|---|--------------------------------------|
| <input type="checkbox"/> Item Received broken | <input type="checkbox"/> Warranty (repair) | <input type="checkbox"/> Change Mind |
| <input type="checkbox"/> Incorrect Item | <input type="checkbox"/> Warranty (replace) | <input type="checkbox"/> Exchange** |
| <input type="checkbox"/> Other: | | |

Action: (To be completed by BDFC)

- | | | |
|--|--|--|
| <input type="checkbox"/> Send replacement (shipping error) | <input type="checkbox"/> Send replacement (warranty) | <input type="checkbox"/> Refund (less postage) |
|--|--|--|

Additional Comments:

Any query regarding return should be sent to Burning Desire Fireplace Centre, Unit 9 Cuba Industrial Estate, Bolton Road North, Stubbins, Lancashire, BL0 0NE, Tel 01706 281700 Fax 01706 852471

Refund Policy: If you are not 100% satisfied with any single item purchased online (excluding special offers and special orders), you can return it for a refund within 7 days of you receiving the goods.

The refund amount will be the full purchase price of the item and LESS the delivery charges. The item must be returned in it is original condition and packaging after authorisation from Burning Desire Fireplace Centre by email or in writing.

Where goods are found to be faulty, the item will be replaced free of charge. Should stock and suitable availability preclude us from doing this, a credit will be provided for an alternative replacement online purchase.

Please note that special orders and special offers are not refundable unless faulty.

** Exchange of full credit minus postage is only permitted if the fireplace is in new condition and returned in its box.