



# RETURNING AN ITEM TO FLAME

If you are not satisfied with a product and it is **unused, unfitted**, and the packaging is in the original condition you can return it to us within 30 days of purchase for a **full refund**.

## RETURNING A BOILER OR BULKY ITEM? CONTACT US FOR DETAILS


If your item is faulty please read the warranty section in our FAQs - [flameheatingspares.com/faqs](http://flameheatingspares.com/faqs)


NAME:	FLAME ORDER REF:	EMAIL ADDRESS:

### RETURNED ITEM(S)

Item Code	Description	Quantity	Return Reason

### PLEASE NOTE THE FOLLOWING:

 ALL ITEMS MUST BE IN THEIR ORIGINAL PACKAGING AND SENT BACK WITH A COMPLETED COPY OF THIS RETURNS FORM IN THE PARCEL.

 ITEMS MUST BE PACKED ADEQUATELY TO AVOID ANY DAMAGE ON THE RETURN JOURNEY AND NO LABELS SHOULD BE ATTACHED TO MANUFACTURER PACKAGING.

 ENSURE THAT YOU OBTAIN PROOF OF POSTAGE AND THAT THE PARCEL HAS SUFFICIENT INSURANCE AGAINST ANY DAMAGE ON THE RETURN JOURNEY.

### RETURN ALL ITEMS TO THE BELOW ADDRESS:

 **FAO: RETURNS, FLAME HEATING SPARES, UNIT 2, NINTH AVENUE, TEAM VALLEY TRADING ESTATE, GATESHEAD NE11 0EH**