

LB Supplies Product Returns Form

(New and unused products only)

If you have ordered an **LB Supplies** product directly from lbroofwindows.co.uk but are unhappy with your purchase and would like to return it for refund, please follow the steps below:

Step 1: Your Details

Your Order Number* (Found on your order confirmation email)	
Your Name*	
Your Telephone Number	

*Please note that returned product would not be accepted unless we have your order number and the product code

Step 2: Product Details

Product Code	
Reason for Return <i>(please put number and add any extra information on the right)</i> 1. Looks different to image on web page 2. Is too large/small 3. It has a fault or manufacturing defect 4. Other (please provide information)	

- Please note that the product is your responsibility until we receive it, we therefore recommend using Royal Mail Recorded Delivery or a reputable carrier company
- Place this completed form inside the packaging with your returned item
- We are unfortunately unable to refund you for the postage cost to return products to our offices

Step 3: Contact Us- Please complete this form and send to the following address.

LB Supplies Head Office	
LB Supplies Ltd Unit 2 Mansfield Network Centre Concorde Way Mansfield NG19 7JZ	

- All new items returned for a refund must be in original packaging and will be inspected prior to any credit being issued. Returns must be received within 14 days of purchase.
- Any return not in original packaging and/or returned after 14 days of purchase, may incur a restocking charge. If there is one, it will be determined once we have received and inspected the goods.
- Once we receive the item(s) we will inspect and process the goods within 5 working days to ensure you receive the refund as quickly as possible
- We can only issue refunds for items purchased directly from the lbroofwindows.co.uk website.
- If you have any question about LB Supplies returns, please contact 01623 624500