



Ecoflam UK returns policy

All goods found faulty, damaged in transit or incorrect supply cannot be returned unless a returns form has been completed and authorised for return.

1. **Step1.** Contact the Ecoflam office 01905 788010 (Option 1) and request a returns form via email, alternatively download our returns form from our new website www.ecoflam.co.uk
2. Alternatively use the enclosed returns form as a template for future returns.
3. **Step2.** Complete all sections on the returns form and send back via email to sales@ecoflam.co.uk
4. **Step3.** You will be contacted with a unique returns number with instructions.
5. **Step4.** On receipt of the number and authorisation to return ensure the following.
 - The item is returned in its original packaging and carefully packed.
 - Items damaged other than indicated on the returns note due to poor packaging will not be credited.
 - A copy of the returns note is sent with the item.
 - The unique returns number is clearly shown on the outside of the package.

****FAILURE TO FOLLOW THE PROCEEDURE ABOVE WILL RESULT IN THE PARCEL NOT BEING SIGNED FOR AND RETURNED AT THE SENDERS COST****

Please note any items returned which are no longer required a 25% handling charge will be applied. If you haven't returned the item to either Boilerserve or Ecoflam within 10 working days the return will automatically be closed.

Should you require any further information please do not hesitate to contact the office on Telephone: 01905 788010