



Product Code	Product Description	Quantity	Unit	Reason for Return

**Returns Policy**

Returns will be accepted as long as items are returned in saleable condition. Marked or opened products are not considered saleable. Authorization to return is required in line with the Company authorisation manual. Shortages and damaged goods should be reported on the scheduled day of receipt. Customers must obtain prior written authorisation to return items in accordance with the policy outlined below. Authorisation is subject to the following conditions. Credits will be issued according to price and discount on original invoice:

- Returns will be accepted no later than 7 days from original date of receipt.
- Returned items must have been purchased from Worldofbaths
- Returned items must be accompanied by our Return authorisation document detailing original invoice numbers, order details, and quantities returned.
- Returns must be received in resalable condition, in the event of evidence of damage due to inadequate packaging or mishandling credit will be refused.
- Original packaging must be intact.
- No credit will be given for partial sets where complete sets were supplied.

**Defective / Quality issues.** Any items received as defective should be brought to the attention of the Customer Service Department on the day of receipt and prior to any return. No items should be returned without prior Authorisation from the Customer service Team.

**Damaged in Transit / Incorrect Shipment.** Any incorrect shipment and / or items received damaged in transit should be brought to the attention of the Customer Service Department on the day of receipt and prior to any return. No items should be returned without prior Authorisation from the Customer service Team.

Office use only

**Investigation and Resolution**

<b>Investigated By</b>	<b>Name:</b>	DD	MM	YYYY
<b>Approved By</b>	<b>Name:</b>	DD	MM	YYYY