

**Back To Work - Returns Policy**

Back To Work would like you to be completely satisfied with your purchase and our service. In the event of any item being unsuitable or wrong please read the following for advice before returning goods to ourselves.

**Unwanted and exchange items**

Goods which prove unsuitable may be returned for a refund or exchange if they are returned to Back To Work within 14 days from receipt subject to the following conditions:-

Goods are returned carriage paid

Goods are returned unused and in perfect condition in the original packaging where appropriate.

Goods returned after 14 days may be subject to a restocking charge of 10%. Authorization from ourselves should be requested before returning any items after the 14 day period. This does not affect your statutory rights.

Back To Work cannot accept the return of custom built/specially prepared products as these products are prepared to each customers requirements.

Please include a copy of your receipt and a full covering letter (or our returns form) with all returns and for your protection, please keep your proof of posting.

Postage costs, as we include the packing and postage charge within the final price, we reserve the right to deduct the cost of posting the item to you from any refund due. If we need to send out an exchange item there may be a further charge for redelivery.

**Wrongly supplied or damaged goods**

If in the unfortunate event of goods being wrongly supplied or arriving damaged please contact us for the best means of rectifying the problem. We will endeavour to rectify the problem as soon as feasibly possible.

If you need to return an item due to the fault of Back To Work we will of course cover your postage costs to the value of Royal Mail first class or parcel force standard services for larger items, both these services are available at any Post Office. Please note we are only able to refund postage for the services described, please do not use the Royal Mail special delivery service or a premium courier as we are not able to refund these costs. If you do use a premium service it is at your cost.

**Warranty returns**

If you have an item that you need to return to Back To Work due to a fault within its warranty period please contact us first as we may be able to offer advice over the telephone. If in the event you need to post an item back please include a copy of your receipt, together with full details of the problem so as to help us with a speedy return.

Please note some items may need to be returned to the manufacturer/distributor for inspection/repair. Goods must be returned in a clean and dry condition, carriage paid. We are sorry but we are unable to refund postage costs.

**Urgent returns**

If you have purchased something that is not the right size, model or colour and required a replacement quickly, the easiest solution is to purchase the correct item from our store and return the first item to ourselves with a note asking for a full refund.

**And Finally**

We operate as an ethical, customer focused business and make every effort to ensure a positive experience in dealing with our customers. We know that you have a choice, and appreciate that you choose us.

**Customer returns form.**

If you need to return any item for exchange, refund or warranty please fill in this form to help deal with your parcel quickly and efficiently.

Please include a copy of your receipt and return to the following address.

Back To Work  
P.O. Box 67,  
Basingstoke  
Hampshire  
RG24 8YG. UK  
email : [info@backtowork.co.uk](mailto:info@backtowork.co.uk)  
website : <http://www.backtowork.co.uk>

Name.....

Address.....

Daytime contact number.....

Email address.....

Note. If the above information is correct on your receipt you do not need to fill out the above, just staple this form to it.

Items returned.....

Reason for return (Please state if you require a replacement or a different size or model or if it is for a refund.

If the item is being returned for warranty work please explain the exact problem.

Date of purchase.....

Thank you  
We will deal with your return request within 24 hours of receipt.