

## Returns form

Please email us your return request at [returns@yorkshiretile.co.uk](mailto:returns@yorkshiretile.co.uk). Next complete this form and return with the goods to the following address\*: **THE YORKSHIRE TILE COMPANY, HILL STREET, BRAMALL LANE, SHEFFIELD, S2 4SP**. Our full returns policy can be found online at [www.ytc-tiles.com/delivery-and-returns](http://www.ytc-tiles.com/delivery-and-returns)

Date \_\_\_\_\_

Order N° \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Contact Number \_\_\_\_\_

Email \_\_\_\_\_

### SUMMARY RETURNS INFORMATION

**Damages / incorrect Delivery?** If you receive damaged or incorrect goods you will need to inform us within 5 working days of delivery. We will then either refund you or send replacements as soon as we can.

**Change of mind/too many tiles?** Don't worry, you have the right to cancel your order within 14 working days starting the day after you receive the goods.

In addition to your right to cancel within 14 days you can also return full boxes of the same tiles within 60 days of the date of delivery.

You will need to arrange to return the goods at your own expense, and in the original packaging, to our warehouse in Sheffield\*.

**Refunds will be made within 14 working days of receipt of the goods at our warehouse.**

Our full returns policy can be found online at [www.ytc-tiles.com/delivery-and-returns](http://www.ytc-tiles.com/delivery-and-returns)

Product Name	Qty Returning	Reason for Return

Internal use	
Date Received	
Notes	