

TFS Doors Limited Returns Policy:



Returning Unwanted Goods

You can return any item within 7 days of receipt. You must return the item in its original condition with all original packaging - for any reason. We will then issue a refund for the value of goods returned less our postal/delivery costs as originally charged. You are responsible for the cost of delivery charges back to us. We cannot accept returns of any item where the product and/or the product original box is damaged.

Distant selling regulations state that consumers have 7 days in which to notify us of a decision to return your order or part order to us. For clarity, the 7 days are from the time & date of the signed delivery confirmation when accepting your order. The process for returning unwanted goods is as follows:

1. **EMAIL US ON tfs.doors@gmail.com** stating your order number, and what items you are sending back to us. Without this we cannot process a refund.
2. **ENSURE THAT THE GOODS ARE RECEIVED BACK TO US IN PERFECT CONDITION** – Make sure you use plenty of wrapping (bubble wrap). We highly recommend that you use a 'signed for' service to reduce the chance of the parcel being lost. **WE CANNOT REFUND ON DAMAGED OR LOST ITEMS** being sent back to us.
3. **PRODUCT BOXES** – We understand that boxes need to be opened to inspect the products, however if you do return the items to us, we need to resell them. **WE CANNOT REFUND ON SERIOUSLY DAMAGED** product boxes that prevent us from reselling the item. Please ensure that you **DO NOT WRITE ON ITEM BOXES** and **DO NOT USE EXCESSIVE TAPE** such as duct tape or heavy duty sealing tape.
4. You are **RESPONSIBLE FOR DELIVERY CHARGES BACK TO US**.
5. Once we have received your order back, we will check the item(s) for damage. On the very rare occasion that we are unable to refund you for the item, we will immediately let you know. We do have 30 days to refund your money in full (minus our delivery charge to you if applicable and the cost of return postage), however we normally process refunds within 5 working days.

If you do need to return any item, our returns address is:

TFS Doors Limited
7 Rylands Mews
Lake Street
Leighton Buzzard
Bedfordshire
LU7 1SP
United Kingdom

Damaged Goods

Check your products once you have received the order. In the unlikely event that your product(s) arrive damaged, please notify us immediately if damage is discovered, so that we can ensure a claim is submitted without delay (many carriers have very tight deadlines). You have 2 days (48 Hours) from receiving the order to inform us of any damage that has occurred.

Under no circumstances should you return goods which have been damaged in transit to us before emailing us, as in most cases this will invalidate any claim we have against the carriers who caused the damage.

Warranty / Guarantee

This is a contract between yourselves and the manufacturer. In the event of your product developing a fault due to the manufacturing process, then it will be covered by a guarantee of at least 12 months. We are happy to contact the manufacturer on your behalf but not obliged to.

Reaching Us

If you need to reach us, please email us on tfs.doors@gmail.com

None of the above affects your statutory rights.