

G&T Towing



Returns

As long as an item is still in its original condition, we accept returns subject to the conditions below.

None of these rules affect your statutory rights.

If you return an item requesting a refund within **28 days** of the item(s) being delivered to you or collected, we will give you a full refund by way of the original payment method.

We aim to refund you within 14 days of receiving the returned item(s).

We do not accept returns for unwanted or incorrectly ordered items after the relevant return period above. If you try to make a return, we may have to send it back to your default delivery address and ask you to cover the delivery costs.

If an item is returned to us damaged or in an unsuitable condition, we won't be able to give you a refund and we may have to send it back to you (and ask you to cover the delivery costs). All items are inspected upon return.

All returned items should be sent in their original condition and packaging.

The cost to return your item(s) is your responsibility.



Responsibility

Returned items are your responsibility until they reach us, so make sure they are packed up properly and cannot get damaged on the way!

As the parcel remains your responsibility until it arrives back with us, ensure that you get proof of postage in case you need to contact us about your return.



Exchanges

Unfortunately, we are not able to offer an exchange for items to our customers. All returned items will be refunded once they have been received by our returns department. Need a different model or size of item? Simply return the one you do not want and place a new order!



Faulty

If you have received an item which is not quite right, please email us at sales@gttowing.co.uk with proof of your order along with any photos you may have of the faulty/damaged product. We aim to respond within 24 hours (Monday – Friday).

WITHIN

28

DAYS OF
RECEIPT



ORIGINAL
CONDITION



ORIGINAL
PACKAGING

RETURNS SLIP OVERLEAF

GT Towing

Name:

Invoice Number:

Order Date:

Telephone Number:

Email Address:

Address:

Qty:	Description:	Item Reference:	Return Code:

REASON FOR RETURN CODE:

Please indicate relevant return codes above;
you may indicate more than 1 number.

- 1 No longer required
- 2 Ordered incorrect item / size
- 3 Unsatisfactory quality
- 4 Arrived late
- 5 Arrived damaged or faulty
- 6 Received wrong item

If you are returning your item(s) for reason code 3, 4, 5 or 6 please contact us via email: sales@gttowing.co.uk before posting your returns.

Please send this return slip, together with your returning item(s) to the following address:

GT Towing Ltd
Returns Department
Great North Road
Hatfield
Hertfordshire
AL9 5SD