

Awning Ace Limited
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Product Return Form

Should you feel it necessary to send your goods back to us, please fill out this return form and enclose it with your return. This will make it easier for us to process your return quickly and without unnecessary delays.

If you are returning an awning, tent, or other outdoor equipment:

- Your awning, tent or outdoor equipment must be returned in a clean and dry condition for the safe handling and processing by our staff. If returned wet or dirty your product will not be handled and will be returned to you (at your cost) without processing for the safety of our team.
- It is your responsibility to ensure the item(s) is packaged in a suitable cardboard box for its safe return to us. Failure to package your item correctly may result in "in transit damage" and may not be handled by the couriers, or us sending the item back to you unprocessed. Please include all parts unless otherwise directed. Missing parts will be charged for unless returned.
- Manufacturing defects may require the inspection by the manufacturers in order to confirm any claimed fault(s). Manufacturer inspection may take up to 28 days from receipt of goods.
- Please include a description / photograph of the fault together with this form, so that we can quickly identify your fault and process your return as quickly as possible.
- If your product is deemed by us or the manufacturers not to be a manufacturing fault, we reserve the right to dispatch your item back to you at your cost. Please note, we will not be responsible for damage caused by misuse, accidental damage, storms, strong winds, and normal wear and tear.
- If in doubt please contact our team using the email address above and we will provide as much help as possible to resolve any issues. Online orders are subject to our website terms and conditions, a copy of which are available via www.awningace.com/terms.html or by request.

Order / Invoice No:		Date of Purchase	
Name:			
Address:			
Post Code		Telephone	

Product Name:	
Manufacturer:	
Reason for Return: (Please include photos of the fault)	
Sign & Date	