

**Returns Policy:** On all orders, except for products purchased from the Clearance Section and items which have been modified to suit your requirements, such as a Tap Hole Cut Out Service, you have the right to return an order, at any time up to 30 calendar days (including weekends) after we have delivered the goods to you. For products purchased from the Clearance Section of our website, we reserve the right to refuse returns. Products in the Clearance Section are sold as seen. Products that have been modified in any way will also be excluded from our 30 day returns policy.

To return a product, please ensure you speak to a member of our Customer Service team prior to sending your product back to us. Please email [returns@taps-online.com](mailto:returns@taps-online.com) or call **0845 533 80 89**.

After speaking to our Customer Service team, you will be given a returns number. This needs to be used on the returns form to accompany your returned item. Please be aware if you neglect to enclose a returns form, you may incur an administration fee of up to 25% of the price of the returned item.

When returning a product, we ask that the products are unused, undamaged and are in their original packaging.

We require you to return them to us, or request us to collect them, in either case, at your expense. Collection of returned products by taps-online starts at £20 for the UK Mainland.

If returned to us by a third party, you will be responsible for any damages occurred in transit. The cost of any such damages will be deducted from the refund amount, or in serious cases, a refund will not be permitted.

**Please remember to fill in all the details on the Returns Form. It is especially important to complete your customer details and order number, so we can process your return – without this information there may be a delay in processing any refund.**

### Customer Details

<b>Customer Name</b>	<b>Customer Address (Inc Post Code)</b>	<b>Order Number</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Customer Email</b>		<b>Date Order Was Delivered</b>
<input type="text"/>		<input type="text"/>
<b>Telephone Number</b>		<b>Contact Me By</b>
<input type="text"/>		Email <input type="checkbox"/>
		Phone <input type="checkbox"/>

### Item Details

**Returns Number RAN-**

**Reason Codes -**

1. Incorrect Item Received	2. Damaged On Delivery	3. Faulty	4. Ordered Wrong Quantity
5. Not As Expected	6. Changed Mind	7. Late Delivery	8. Incorrect Item Ordered
			9. Other

Product Code	Product Details	Reason Code	Further Details On Product Being Returned
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### I agree to the returns conditions outlined above

<b>Signature</b>	<b>Date</b>
<input type="text"/>	<input type="text"/>

#### What Happens Next?

Enclose this form in the parcel to be returned.

Send the parcel to: Returns Department, taps-online.com  
5-6 Headway Business Centre, Percy Street, Leeds, LS12 1EL.

You will receive an email confirming we have received your items and are processing your refund.

When processing is completed you will receive another email confirming your refund is complete, this can take up to a maximum of 30 days.