



Customer Returns Form

Please ensure you fully complete the customer section of the form or there may be a delay in your refund.

Date Sent: _____

Customer Name: _____

Contact Number: _____

Order Number: _____

Item (s): _____

Exchange

Return

Does Not Suit

Comments

Incorrect Item

Faulty

Arrived Too Late

Other (Please leave comment below)

Return Address:

Tel: 01205 480460

**Ireland's Farm Machinery Ltd, Carrington Main Road, Boston, Lincs,
PE22 7HX**

Email: onlineshop@ifmgroup.co.uk

For further details please visit our website: www.irelandsgroup.co.uk

Please Note:

For refunds and exchanges you must notify us by email onlineshop@ifmgroup.co.uk or by calling 01205 480460 within 12 days of receiving your order. Goods must then be **returned unused and unworn with all original bags and tags attached** within 30 days of your delivery. Once the goods have been accepted back into stock, we will issue you with your exchange or refund. Returns can take up to 10 working days to be processed and a further time for the refund to appear back on your original method of payment. Goods must be returned in the condition that they were sent to you, if you are unable to use the original packaging please ensure that all packaging you use to return your items is of a sufficiently suitable standard as not to cause any damage to the goods. Ireland's will not refund goods that are returned in an unsatisfactory condition. You will need to cover the cost of postage for returns, however if your product is faulty Ireland's will refund the cost of postage. In this unlikely event please enclose a copy of the postage receipt so we can allocate the refund. We recommend you use an insured signed for service as the goods remain under your responsibility until they arrive back at the Ireland's return address. Please obtain proof of posting from the Post Office or courier.