

## RETURNS POLICY

Thank you for placing your recent order and for shopping with Cli-Mate. Please find enclosed item(s) ordered. If you wish to return any of the goods for any reason, please complete the Goods Return Note below and return it with the item(s) to our address below; we suggest you use a tracked service.

Cli-Mate  
Unit A Rougham Industrial Estate  
Rougham, Bury St Edmunds  
Suffolk, IP30 9ND

Please return any goods within 14 days of receipt. Any item returned (unless faulty) must be returned unused and in a re-saleable condition. If the product is not re-saleable, we will return the item(s) to you with no refund. If you state that the product is faulty, our technical team will test the product upon return to confirm this and a refund will be issued.

### Note: Heatmiser Products

Please note that Cli-Mate Trade Ltd can only process a return for Heatmiser products where a case reference has been raised with Heatmiser directly and recorded below. To obtain a reference, please call the Heatmiser helpline on 01254 669090. Without a reference your item will be returned to you.

## GOODS RETURN NOTE

**When returning items back to us please make sure the items is re-packaged. Please ensure you complete the below Returns Note in full. All fields below must be completed to ensure the refund is processed. Refunds will be issued within 7 days of confirmation the goods are in a resaleable state (except for returned faulty goods).**

<b>Name</b>		
<b>Address</b>		
<b>Postcode</b>		
<b>Daytime Tel No</b>		
<b>Order Number</b>		
<b>Heatmiser Returns Reference (see instructions above)</b>		
<b>Date goods ordered</b>		
<b>Date goods returned</b>		
<b>If you are returning goods due to a fault, please give specific details.</b>		
<b>If faulty, do you require a refund or replacement?</b>		
<b>Method of payment used</b>		
<b>Have you consulted our Technical Team?</b> <b>Contact Technical 01284 339601</b>	<b>YES</b>	<b>NO</b>
<b>If YES, please note the Technical Reference here</b>		