

Missing Items/Wrongly Received

Should you be unfortunate enough to receive a shortage or 'wrongly received' delivery from our Operations Team, simply let us know within three days of receipt of your order. You can do this via email (24-hour service), or the *support tab* at Toolstream.com (2-hour service*). Our Customer Services Team will be happy to help.

Damaged

We work with best-in-class delivery partners but damages can happen. Should you receive any product(s) that upon receipt are damaged, where possible please sign for these products as damaged and then alert us within three days of receipt of your order. You can do this via email (24-hour service), or the *support tab* at Toolstream.com (2-hour service*). Our Customer Services Team will be happy to help.

Note: We may ask for photographic evidence of the damaged product so please do not dispose of anything until hearing from us.

Faulty

Toolstream's Buying and QC departments ensure our products are the best they can be, and our high standards are maintained through every product in every batch. From time to time a unit may be faulty and this is when Toolstream really goes the extra mile. We would like to use this opportunity to recommend that all units are registered for the extended warranty at the time of consumer purchase.

Should the unit develop a fault outside of the 30 days of consumer purchase date, Toolstream/the Brand will support the customer through to the end of the warranty period. This may involve repairs, exchanges or refunds unless a Buy Out Guarantee forms part of your contract with us. In this case, please support your consumer directly.

Should the unit develop a fault within 30 days of the consumer's purchase date, the consumer will need to return the unit back to you, the retailer, for a refund or exchange. You can then raise this via email (24-hour service), or the *support tab* at Toolstream.com (2-hour service*).

*2-hour service is provided during office opens times 9am to 5pm.

Product(s) no longer required

We understand things can change. Should you no longer require your product(s) you must raise this within three days of receipt of the order with our Customer Services team via email or the support tab on toolstream.com. The product(s) must be returned in the same condition in which you received them and at your own cost and risk, within three days of us acknowledging and accepting the return, to the following address:

UK Address

The Service Centre
Toolstream
Boundary Way
Yeovil
Somerset
BA22 8HZ

EU Address

Jan De Rijk
De Keten,
4 - 6,
5651 GJ Eindhoven,
Netherlands

Our Service Centre will process the return within five working days of receipt of the return and complete your credit. We reserve the right to reject any products that are not returned in A1 condition. In these cases, the product(s) will be (if you wish) returned back to you at your own cost.