Profiler+®
The Ultimate Scribing Tool

Returns Policy

Hopefully you won't need to return an item, however, if you do, it is our aim to make this as simple as possible. By following the guidance below you can help us to help you when a product is not what you expected, or is faulty. Your statutory rights are not affected by this guidance.

14 Day returns policy

You can return unwanted goods under our 14 day returns policy. Items should be unused, and in a perfect saleable condition, in its original packaging and with all component parts and any promotional items received. You should include your proof of purchase and a completed returns form below. Your refund cannot be issued if the product is not returned in perfect condition.

Faulty Goods

If the item is faulty, please contact us to tell us about the problem via info@scribe-tool.com. We will either refund the original purchase price or provide a replacement once the faulty item has been received. Faulty goods must also follow our 14 Day returns policy. Please make sure that you return all component parts and any promotional items received. You should include your proof of purchase and a completed returns form below.

Refunds and replacements

Provided the above conditions have been met, we will refund the original payment of the item or replace the item. Unfortunately we are unable to refund the cost of postage.

Posting

Please ensure you obtain a Proof of Return Stamp (this may be required should there be a problem with your return). Please use a reliable postage method with tracking when returning the item.

Returns address:

Profiler+
38 Yew Tree Drive
Guildford
Surrey GU1 1PE
UK

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Returns Form

Please remember to complete all details on this returns form and send it to the address above.
It is especially important to complete your customer details so we can process your return.

Name:		Product:	
Address:		Where purchased:	
		Quantity returned:	
		Returns code: _____	
Postcode:		*1. Faulty 2. Damaged 3. Wrong quantity 4. Other (please specify)*	
Phone:		**Action required:** Refund ☐ Replace ☐	
Email:		**Faulty return comments:**	
Order number:			