



Returns form

NEED HELP?
Email us at sales@islandrailways.co.uk



Please tell us if you would like a Refund or Exchange by completing this form, along with your order details. Remember to include a contact telephone number in case we need to contact you



Pack your return parcel well with appropriate packaging material – you can even use the original packaging
(if you are claiming for a damaged item we require the original packaging)



Send the parcel back to us using the address slip at the bottom of this page and don't forget to include this form with it

Order date		Order ref		Customer name	
				Phone number	

Qty	Product code <small>(if known)</small>	Description	Refund, repair exchange?	Reason code	Reason for refund or exchange code
1	R910	Fishplates	Exchange	3	1. Faulty <small>(please give details)</small> _____ _____ _____ 2. Arrived damaged 3. Wrong product <small>(please give details)</small> _____ _____ _____ 4. Changed mind 5. Other <small>(please give details)</small> _____

Requires postage

TIRS Returns
SM&CO Fulfilment
PO BOX 7363
PORTLAND
DT5 9AL

Returns information

How to return an item...

Please complete the form and return it with the items using the pre-printed returns label attached. All postal charges are at the cost of the customer, unless agreed in writing, and we recommend using a tracked, insured service. If an exchange or replacement is required an email will be sent when the items are despatched. If for any reason the item(s) are out of stock, a refund will be issued.

How will I get my refund?

If refund is required an email will be sent to confirm the refund has taken place, please allow up to 10 working days after the email date for the funds to appear in your account. These are timeframes between the banking institution and ourselves, so is beyond our control. Please note we will only refund using the original payment method used (for example, credit card/PayPal/gift voucher).

Not all products are suitable for refunds - including, but not limited to, locomotives which have had DCC decoders or other accessories fitted; custom-made or products altered at the customer's request; consumable products (including glues/paints/bulbs). If you are unsure please contact us prior to returning the item for advice. You can also request a return for a repair.

Return product condition guidance

Unless deemed to be faulty at testing/inspection after delivery to us, all goods must be returned in their unopened, unused condition - as per the condition at time of sale and despatch. Goods which are thought to be faulty must be returned with their original packaging, including operating instructions and any accessories/packs.

Damaged items must be returned in their original packaging, including the outer packaging. Failure to do so will result in your claim being refused as we require the original packaging to pursue postal and courier claims. Ensure that items are suitable packaged to avoid damage in transit to us. Claims for poorly packaged items may be refused if it is believed this has led to them being damaged - we will contact you if we believe this to be the case.

What might delay my return?

Failure to follow this process may cause delays in processing your return. This returns policy does not affect your statutory rights. Please ensure that all goods are returned within 28 days of them arriving with you. The returned goods are your responsibility until they are delivered to us.