

MYLIFE®

PASSIONATE ABOUT
BATHROOMS

UPDATED ONLINE RETURNS FORM GUIDANCE

MyLife now have a new procedure in place for all good stock returns, faulty product and/or damaged items.

If you could please use the link provided below to complete an online request and we can process this for you ASAP.

<https://www.mylifebathrooms.com/returns/>

This new procedure helps us log and collect all the information and make the returns process much easier.

You can use this link for all your good stock returns, faulty product, and damaged items.

A new form must be completed for each order number and type of return .

All replacement items will sent on your next delivery provided the form is completed and information is accurate prior to 2pm

Customers are requested to dispose of damaged or faulty products unless requested return by the technical team

Deliveries and Acceptance of the Products

Any loss or damage to the Products in delivery, or other obvious quality, quantity or condition issues, must be reported within 48 hours of delivery. Otherwise the Products will be deemed accepted.

DAMAGED/FAULTY PRODUCT PREPARATION

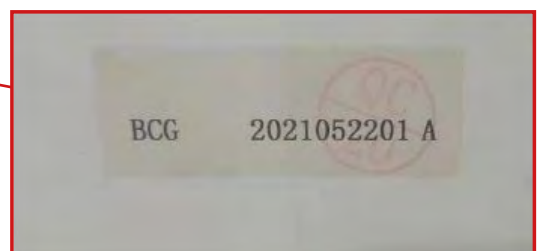
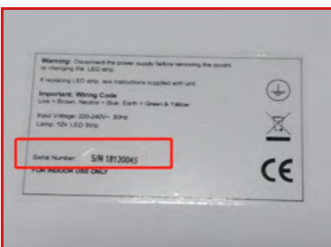
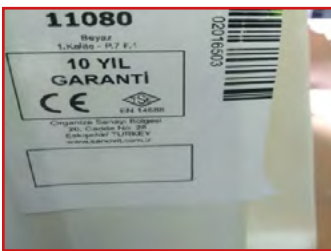
Photo of full product



Close up photo of damaged/faulty product



Examples of supplier references: e.g. Serial Number if applicable or MyLife Branding



CUSTOMER RETURNS FORM

Company Name *

Company Name

Company Account No. *

Company Account Number

You can find this below your address on your invoice / advice document.

Contact Name *

Name of Person completing Form

Contact Email *

Email address for confirmation receipt of form

Contact Phone *

Company phone number to include area code

MyLife Order Number *

MyLife order document number. Form will not be processed without the correct MyLife order number. This can be found on the top right of your Advice note.

Please provide your MyLife Order Number (you can find your order number located on the right hand side of your invoice / advice document beside the date). This will help speed up the processing time.

Reason For Return? *

- Good Stock - Incorrect Item Received
- Good Stock - No Longer Required
- Damaged Stock
- Product Fault*

Select Reason For Return

Product Name(s) / Code(s) *

Product Names or Codes e.g. MLTSDS or MyLife DS Soft Close Toilet Seat. Use Comma to separate multiple products.

Description of Damaged / Faulty Stock *

For damaged and faulty products, additional information to include product reference code and details of damage e.g. mirror chipped in top right hand corner.

Is a replacement required? *

- Yes
- No

Is replacement required

Photos of Items. *

Drop files here or


SELECT FILES

Forms will not be processed if images are not attached for all uplift requests. For damaged and faulty products, image must be taken of full product including damage or fault.

Please upload photos of items to be returned or damaged / faulty items. Maximum 3 x photos under 5MB each.

CAPTCHA

I'm not a robot



reCAPTCHA
Privacy - Terms

Click on I am not a robot. You may be asked to select Google street view objects.

* indicates required.

Submit. You will receive an email confirming receipt of form submission.

SUBMIT 