

Returning an item to SL Shop

We're sorry to hear that things didn't work out. If the issue remains unresolved please don't hesitate to contact our team by phone or Email:

Telephone. +44 (0)1789 337 072
Email: Parts@theslshop.com



We've made it as simple as possible to return items to SL Shop. Simply fill out the form below, place it in the parcel with your returned items and use the bottom section of this page as the return address. From the time of receiving your goods, SL Shop promises to process the parcel within 1 working day.

Name: As appears on the invoice	
Order No.: Found in your Email or paper invoice	Post code: That SL Shop delivered the goods to

SKU (Part number)	Item Description	Qty Returned	Refund, repair or replace?	Reason for return

Need extra room? Please attach a second form or sheet of paper

Cancelling your order post-shipment:
You have 90 calendar days from the time of receiving the goods to return any products that are no longer required or were ordered in error. In this instance, your returned items should be in the same condition as delivered i.e. undamaged and retain all original packaging.
The following items may not be returned unless incorrectly supplied or damaged in transit:

- Items that were specially made to order. This includes, but is not limited to, seats or covers thereof, exhaust systems, tailored car covers, carcoon storage systems etc.
- Items that were customised to your vehicle or order specifications such as bespoke wiring looms, embroidery, printing, specific dimensions or construction, colour options etc.
- Items that were cut from a longer length or roll. This includes, but is not limited to, upholstery material, wiring, pipes and hoses

Items that were damaged in transit should be rejected on delivery,. However if it is not noticed at this time then you must report the damage to the SL Shop with accompanying photographic evidence within 30 days of receiving delivery. At this point, the SL Shop will take any reasonable actions to repair or replace damaged goods in a timely manner. Damages reported after 30 days cannot be accepted so we urge customers to check their order immediately after delivery.

Items belonging to you that the SL Shop carried out a service or repair to. Should items of this nature become damaged in transit whilst being returned to you, they are insured for the full value of the services carried out by the SL Shop. Further compensation cannot be offered for any remedial work or consequential losses that came as a result of being damaged in transit.

Warranty Returns. All products and retail services offered by the SL Shop are covered under a 12 month warranty, unless stated otherwise in the product listing or at the point of purchase, commencing from the date you received the items. This warranty will be rendered null and void if there is evidence of incorrect use or fitment that may directly or indirectly result in the components failure.

The SL Shop reserves the right to review this policy without given reason, in this instance your statutory rights will not be affected. If for any reason you are not in agreement with the above outlined policy, please return your order to the SL Shop within 7 days of delivery for a full refund. If the items are not returned we will assume your full acceptance of all policies outlined above.

By cutting off this lower section, you can stick it to your parcel as a returns label.

We recommend tracked or recorded deliveries to ensure that returned items don't go missing in transit. We're unable to process returns if an un-tracked or standard delivery doesn't make it back to us.

SL Shop - Returns
Units 1A, 2, 3 & 4B,
Drayton Farm buildings,
Drayton Manor farm,
Alcester road, Stratford-upon-Avon
Warwickshire, CV37 9RQ