

## RETURNS FORM

**WE HOPE YOU ARE SATISFIED WITH THE ORDER YOU HAVE RECEIVED.** However, if you would like to return a product to us, it must be in a saleable condition, in its original unopened, undamaged packaging. You are welcome to return to us within 14 days of the order being placed. We will either issue a product refund or exchange, as requested on this form. Certain products are NON-REFUNDABLE for example personalised products and personal use products are excluded, such as earphones, unless the product is faulty.

### HOW TO RETURN A PRODUCT TO US:

Please complete the form below to aid us in processing your return as quickly and efficiently as possible. Send this form along with the returned product(s), using the address below. We recommend that you obtain a Certificate of Posting from the Post Office when sending the package back to us.

Please note; **you are responsible for the goods until they reach us.**

**NO RETURNS WILL BE PROCESSED UNLESS THIS RETURNS FORM ACCOMPANIES THE RETURN PACKAGE**

Order Number	Full Name	Post Code	Telephone

<b>Reason Codes</b> (To enter below)	1. Wrong Item	2. Not wanted	3. Dissatisfied with quality	4. Faulty
	5. Duplicate delivery	6. Damaged on arrival	7. Other (please specify)	

(Please use reverse if more room needed)

Product Code	Item Description (and fault description, if required)	Quantity	Reason Code	Action A - Refund B - Exchange
	£			

### FOR EXCHANGES ONLY:

If your new exchange item costs less than the return item, we will refund the difference but if the item costs more please complete the information below including the new exchange product code and brief description.

Please debit my account: Additional Value

(please tick option)


☐

☐

Card No.

Valid From:  /  Expiry date:  /

CVV:   
(Last 3 digits on back of card)

Card Holders Signature: \_\_\_\_\_

### New Exchange Item

Product Code	Item Description



Cut here and affix bottom section to return package

**ORDER NUMBER:**