

Returns Form – To Accompany a Product Return

*****Please contact us before returning an item*****

Customer Name:

Original Order Number:

Returns Number (if available):

Original Order Date:

Please state your reason for returning the item(s). If faulty please include details of the fault:

.....
.....
.....

Please specify: Refund / Replacement / Exchange (with):

Please ensure you have read our terms and conditions on our website before returning products. Please acknowledge here that you have read our terms and conditions.

Yes / No

Please return products to:

Insert address

We would also be grateful if you could answer the following questions:

How do you rate our website for ease of use? (1: Poor - 5: Excellent)

1 2 3 4 5

How do you rate our range of products? (1: Poor - 5: Excellent)

1 2 3 4 5

How did the speed of which your query was answered, meet your expectations?

1 2 3 4 5

And how did the answer that you received meet your expectations? (1: Poor - 5: Excellent)

1 2 3 4 5

Other comments:

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.....
.....

(Office use only) Date Received:

Checked in by: