made by JIM LAWRENCE

We hope you love your products, but you are welcome to return items within 90 days for a refund or exchange: simply...

1 Complete this returns form.

2 Carefully re-pack you items along with this form

3 Label your parcel with the returns address: Returns, Jim Lawrence, Lady Lane, Hadleigh, Suffolk, IP7 6BQ

4 Post it to us or call 01473 826685 to arrange a collection, a £12 collection fee applies unless the product is faulty*

Your Details

To enable us to process your return as quickly as possible please fill in your details as fully as possible.

Name _____

Contact number _____

Order number _____ Customer number _____

Address _____

_____

_____

_____

Postcode _____

Items To Return

Product Code	Qty	Return Code	Refund or Exchange	Comments	Value

Reason for Return

Please select from the following return codes and enter the relevant number next to the product you wish to return.

1 Ordered more than one for choice

2 Changed my mind

3 Delivered too late

4 Damaged in transit

5 Faulty product

6 Description on website inaccurate

7 Quality not as anticipated

8 Wrong item sent

9 Colour/finish not as anticipated

10 Doesn't look like the picture on the website

11 Doesn't look like the picture in the brochure

12 Other (please specify) _____

Exchanges Required

New items required:

Product Code	Qty	Item Description	Value
		Total value of new items	

We may need to contact you for your card details.

Please supply the best telephone number to reach you on. _____

Returns Policy

1. We hope you'll be pleased with your purchase. Should you wish to return anything bought from us, we'll be happy to refund or exchange a product provided it's in fully resealable condition. Returns should be made within a reasonable time (usually 3 months). Please see below for exceptions to this policy.

2. We'll refund any delivery charge you've paid when a product is damaged, faulty or incorrect but not otherwise. We'll refund the price of the item to the purchaser or exchange the product once it's received by us.

3. Our normal refund policy does not apply to bespoke products, which cannot be returned or exchanged unless faulty. This includes made-to-measure ironwork, soft furnishings and bespoke lampshades including those made using the lampshade builder.

*None of the above affects your statutory rights if goods are faulty or not as described. For your rights of cancellation under the Consumer Protection Distance Selling Regulations please see the full terms and conditions on our website.