

Part 1
Ensure you have the correct contact details, including your phone number. You can find your order number with your parcel or you can find this on your account, log in here >

Part 2
Fill in the form with the product codes, quantity and indicate that this is a refund. Add any additional comments, plus the value. If you need more space, please complete on the reverse.

Part 3
Please circle or tick the reason for the return, if the reason is not listed, please write this in section 12. If you need more space, please continue on the reverse.

Part 4
This section is for exchanges, should any items be exchanged for a different finish



1 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.....

Product Code	Qty	Return Code	Refund or exchange	Comments	Value

3 REASON FOR RETURN / RETURN CODES

1 Ordered more than one for choice

2 Changed my mind

3 Delivered too late

4 Damaged in transit (Please contact our Sales team before returning)

Provide details

5 Faulty Product (Please contact our Sales team before returning)

Provide details

6 Description on website inaccurate

Provide details

7 Quality not as anticipated

(Please contact our Sales team before returning)

Provide details

8 Wrong item sent (Please contact our Sales team before returning)

Provide details

9 Doesn't look like the picture on the website

Provide details

10 Doesn't look like the picture on the brochure

Provide details

4

Product Code	Qty	Item Description	Value
Total value of new items			£

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.