

We hope that you are pleased with the item(s) you have selected. If you are not completely satisfied, you have the right to cancel your order by returning the goods, undamaged and unworn, within 14 working days of receipt.

**INSTRUCTIONS FOR RETURNING ITEMS FOR EXCHANGE OR REFUND**

1. Please enclose this form and identify the item you are returning, with the reason for your return (select the appropriate code from the list below for each item), whether you require a replacement or a refund and confirm a daytime telephone number on the form below.  
*A) Damaged/Faulty                      B) Unsuitable                      C) Not as expected*  
*D) Different product ordered        E) Arrived too late                F) Other (please specify)*
2. Re-pack the goods to be returned in the original packaging (enclosing this form) and send to the address overleaf. Please note we cannot be held responsible for goods that are lost or damaged in transit and strongly recommend that you obtain a Certificate of Posting from your Post Office, which is free of charge and will insure you for up to £26.00. In the case of more valuable items please send them by an insured service.
3. Items are to be returned at your own expense; refunds and replacements will only be issued on return of the goods. Where goods are to be replaced, the cost of the replacement will be borne by ourselves.
4. If you need help in completing this form please call **01608 663366**

**We hope you are completely satisfied with your order, however should you have any reason to return all or part of your order please complete the form below and enclose this with your parcel. You may find it useful to make a note of your customer reference number found on your despatch note and the date you return it. Please note: faulty products will be replaced within the 12 months, or more if stated, guarantee period.**

**Send the parcel to the address stated and we will replace or refund the items returned immediately, providing they are undamaged and unworn. Please note, however, that requests can only be processed once our warehouse has received the returned items.**

**For your own security, we recommend that you obtain proof of posting as we are unable to accept liability for goods lost in transit between you and our warehouse.**

Registered in England no 3500918 VAT No: 685 7403 03

Registered Address: Lyncroft Marketing Services t/a Anderson & Webb, Shipston Mill, Mill Street, Shipston-on-Stour, Warks. CV36 4AW

**Please tear off this section, complete, following the instructions above, enclose it with your parcel and send to: Returns Dept, Anderson & Webb, Shipston Mill, Mill Street, Shipston on Stour, CV36 4AW**

Quantity	Description	Price Paid £	Refund (Tick)	Replace (Tick)	Reason for Return (Letter Code)

**Please confirm your name, address, daytime telephone no. & seven number reference (found on you Despatch note) in the spaces provided below. If requesting a refund, you will be refunded by the same Method with which you paid.**

**Personal Reference No: S/..... Name: .....**  
**Address: .....**  
**..... Post Code: ..... Daytime Telephone No: .....**