



## Returns Form

**Returns Delivery Address:**  
Unit 5H, Business & Technology Centre,  
Bessemer Drive, Stevenage,  
SG1 2DX

**Please complete the form and include with return parcel.**

Name.....

Address.....

.....

Tel.....

Order No.				
Qty	Product Code	Description	Price	Reason Code

**Reason Codes: (Please select appropriate)**

1. Arrived late
2. Poor quality/ faulty
3. Incorrect item received
4. Looks different to image on site
5. Changed my mind

## **Refund Policy**

We hope that you are delighted with your order. However, if for any reason you are not entirely satisfied or you otherwise wish to cancel your order, you may return any item in its original condition for a refund within 14 working days from delivery.

If you return items for reasons other than defects in the goods, or incomplete, or incorrect delivery, you will be required to arrange and pay for the return of the items to us. Please ensure you obtain a Proof of Postage when you return the goods to us. You should retain your Proof of Postage in order to provide proof to us that you have returned the goods, in the unlikely event that we do not receive the returned parcel.

If you require a refund we will refund the price paid by you for the goods (not including any delivery charges you paid for) within fourteen (14) days of receiving your returned goods, provided that you have returned the goods to us at our within 14 working days of delivery to you or your notifying us of cancellation.

Refunds will only be made against the original credit/debit/gift card used.

If you cancel your order but do not return such goods to us within 14 working days of notifying us of cancellation, we shall be entitled to withhold payment of any refund.

Please Note: We will not provide a full refund if goods show signs of unreasonable use. In such circumstances, we will notify you that a reduced refund amount will be available or you can choose to arrange for such goods to be returned to you within 28 days of our notification.