

RETURNS FORM

QTY	ORDER NUMBER	PRICE	EXCHANGE or REFUND?	FAULT (if applicable)

REASON FOR RETURN: (Please tick)

- Too Big
 Too Small
 Poor Quality
 Style Doesn't Suit
 Arrived too Late
 Unwanted Gift
 Item Faulty
 Repair
 Incorrect Item...
 Exchange for

NOTES:

PLEASE READ THE RETURNS DETAILS BELOW

Returns Policy

In addition to the United Kingdom's Distance Selling Regulations, we offer you the option of returning your purchase within a period of 14 days of receipt, beginning with the day after the day on which the item is delivered. Christmas purchases from November may be subject to extended returns period - see our website for details. This policy applies to all of our products. Our chargeable postal services are non refundable unless the wrong item was sent to you.

If you require to exchange a product: please place a new order with the correct item online and return your original purchase for a full refund, complete with this form.

Return your items simply and quickly without fuss!

How to return your item for a refund:

1. Print this PDF, then fill in and include this completed form in your returned parcel. RETURNS WITHOUT THIS FORM ARE SUBJECT TO A 10% RE-STOCKING FEE DEDUCTED FROM YOUR REFUND
2. Pack the relevant item securely (preferably in the original packaging it was delivered to you in, but must have its original box, tags, care bag, labels etc - all fully intact)
3. Ensure the box is clearly labelled (we recommend you also put your name and address on the parcel so if the address label does become damaged the parcel can find its way back to you)
4. Ensure we receive it within 14 days of your receipt (14 days after the day of the date that the item was delivered to you)
5. Please send your parcel to:

connaughtonline RETURNS
Connaught House
27 Tudor Square
West Bridgford
Nottingham
NG2 6BT

PLEASE NOTE:

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility (unless the wrong item was sent to you, we may refund, via BACS or cheque, 'Royal Mail 2nd Class Signed For' delivery charges only)
- The item/items can take up to 7 working days to be returned to our offices.
- Please note refunds to credit cards can take between 1-4 working days depending on your card issuer.

As soon as we receive your parcel with this completed form (notice of your cancellation of your order), we will refund the relevant part of your total purchase price for the items returned and email you to confirm. Because we only use the highest security payments on our website, we are able to refund only on the card you used to placed your online order via our Worldpay gateway.

If you originally ordered over the phone you will need to call us to confirm the card details for us to process your refund, the processing fee of £5.99 on telephone orders is non refundable.

Further information on returns or queries

If you need to contact us before return please email us at mailorder@connaught-house.co.uk, or call us on 0115 9144458 (Mon-Fri 10am to 3pm).

We aim to make returning your purchase as smooth a job as possible, this form helps speed up the process - please contact us if you have any other query.