



Returns Form

If you are not happy with the goods received, you can return them to us within 28 days of receiving them. Products need to be returned as new and unused and in their original packaging. If the product returned is not in fully re-saleable condition or the packaging is damaged, we reserve the right to refuse a refund/raise a re-stocking fee. This does not affect your statutory rights.

To return items, complete the returns form and enclose the completed form plus proof of purchase along with your items for return. Please use the address label below and obtain a receipt as proof of postage. Please note it can take up to 14 days from when you return the item(s) to receiving your refund.

Customers are responsible for the cost of return delivery **unless** the item is faulty.

Please proceed to place a new order for any replacement item(s).

NB: Business to Business customers need to request a returns authorisation number in advance.

Name:.....

Address:.....

.....Post Code:.....

Telephone Number:.....

Delivery Account Code:.....Order Number:.....

Product Code	Product Description	Quantity Returned	Return Code

Return Code: 1=Faulty 2=Ordered more for choice 3=Doesn't fit 4=For exchange
5=Wrong product 6=Ordered in error 7=No longer required (re-stocking fee may apply)

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Thuasne UK Ltd - Returns Department
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