

# returns form

Thank you for shopping with Wrendale Designs. If for any reason you are not delighted with your order, we are more than happy to process a refund or exchange within 30 days of receipt. We would like the opportunity to discuss your return over the phone or alternatively you can use this form.

If you have any queries, please contact our lovely customer services team or email [returns@wrendaledesigns.co.uk](mailto:returns@wrendaledesigns.co.uk).

1. If you would like us to process a return, please fill out your details below and include this form within your parcel to help us deal with it quickly. **Your parcel will need sending to our address at the bottom of this form.** If your item has been damaged or broken on arrival, or the item you received is incorrect please contact our customer services team prior to returning. Items must be returned in the original packaging with our name and address clearly stated (we're all for helping the environment!).

2. Please return your parcel using a postal service of your choice and remember to ask for a proof of postage receipt. Unless specified, the return cost will need to be covered by yourself.

ORDER REF NUMBER	ITEM CODE	DESCRIPTION	QTY	REASON CODE	REFUND	EXCHANGE	NEW ITEM CODE	DESCRIPTION	QTY

DELIVERY NAME & ADDRESS
Name:
Address:
Contact Number:
Email Address:

## reason codes Please use the reason code below in the form above...

1. damaged or broken 2. faulty 3. wrong item received 4. quality not as expected  
5. delivered late 6. changed my mind 7. other (please specify)

## exchanges

If the new item is less expensive, we will refund the difference. If the item is more expensive, we will contact you to take additional payment prior to the goods being dispatched. Please be aware there will be an exchange postage charge of £3.95 applied to the order.

Wrendale Designs Ltd, 5-7 Menasha Way, Queensway IND EST, Scunthorpe, DN16 3RT. Wrendale Designs Limited is registered in England and Wales. Company Number 8259854.

## your comments...