

RETURNS / EXCHANGE FORM

all Returns or Exchanges must be accompanied by this form



Tel: 01422 251251
 Fax: 01422 251252
 Email: returns@cwatson.co.uk

INTERNAL USE ONLY

Date processed:.....by.....

Please complete this form in BLOCK CAPITALS

ORDER DETAILS

Please select which of our sites you ordered from:

Website eBay Telephone Amazon

Order Date:...../...../.....

Order No.:.....

Payment Method:.....

User ID (eBay only):.....

CUSTOMER DETAILS

Name:.....

Address:.....

.....

.....Post Code.....

Telephone:.....

Email:.....

Please complete details of the item(s) you are returning and select a reason for return.

(If you wish to explain in more detail why you are returning an item please use a separate sheet and attached it to this form)

No	Item Description	QTY	PRICE
1			

ORDERED WRONG ITEM WRONG ITEM SENT NOT AS DESCRIBED FAULTY

How would you like us to deal with the return? ISSUE ME A REFUND ISSUE A REPLACEMENT

2			
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ORDERED WRONG ITEM WRONG ITEM SENT NOT AS DESCRIBED FAULTY

How would you like us to deal with the return? ISSUE ME A REFUND ISSUE A REPLACEMENT

3			
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ORDERED WRONG ITEM WRONG ITEM SENT NOT AS DESCRIBED FAULTY

How would you like us to deal with the return? ISSUE ME A REFUND ISSUE A REPLACEMENT

TERMS & CONDITIONS

We accept returns only by post to the address adjacent within 14 days from the date of receipt provided that the goods are in new and unused condition and the original labels and packaging is still intact. A fully completed copy of this form must be included with the item(s) returned. Failure to do so may result in your return request being delayed. For your protection, we recommend you use a recorded service with adequate insurance to cover the value of the item as we regret we cannot be held responsible for items that are lost or damaged in transit. Return postal charges are the responsibility of the customer.

PLEASE SEND TO:

Charles Watson (Ironmongers) Ltd
 MAIL ORDER RETURNS
 125 Pellon Lane
 Halifax
 HX1 5QN