



RETURNS FORM

We hope you are happy with your purchase. If you need to return an item for an exchange or a refund, please complete this form. Please send the form to us with your returned item(s) and receipt/ invoice within **14 days** of receiving your order.

DATE:		ORDER NO:	
NAME:			
ADDRESS:			
TEL:			
EMAIL:			

QTY	ITEM CODE	DESCRIPTION	COLOUR	SIZE	REASON CODE	Refund / Exchange

Reason Codes	A	Item did not fit	Any other comments:
	B	Item did not meet expectations	
	C	Item damaged / faulty	
	D	Item doesn't match website	
	E	Item arrived too late	
	F	Item damaged in transit	
	G	Ordered more than one size	
	H	Wrong item shipped to customer	
	I	Wrong item ordered by customer	

PLEASE TURN OVER

If you would like an exchange, please tell us which item(s) you require :

QTY	DESCRIPTION		COLOUR	SIZE

Please Note - *Beris Bits, Made to Measure items and 'Special Order' products are non returnable as per our terms and conditions of Sale.*

It is up to you to make your own arrangements to return goods. You are responsible for the cost of the return **unless** goods are deemed to be faulty.

We recommend that you obtain proof of postage as all returned goods are your responsibility until they arrive back into our warehouse.

All goods returned to us must be in a clean condition with all original tags and packaging intact and not damaged.

A postage fee will be charged for all exchanges. This can be enclosed inside the returned package as a cheque made payable to 'Edgemere Ltd' or we can take payment over the phone when the replacement goods are ready to ship. Standard UK Mainland exchanges amount to **£5.95**. All international exchanges cost will be as marked on your original invoice.

Please send returns to:

**RETURNS,
Edgemere Ltd,
Unit 1A Hampton Heath Ind Est,
Malpas,
Cheshire,
SY14 8LU**

Any questions, please contact us on 01948 820720.