

PLEASE COMPLETE ALL REQUESTED INFORMATION IN FULL. IF THIS FORM IS NOT COMPLETED THEN YOUR RETURNS WILL NOT BE ACCEPTED .

WHEN COMPLETED PLEASE SEND THIS FORM BY EMAIL. YOU WILL THEN BE CONTACTED AND ONLY IF YOUR RETURNS FULFILL OUR TERMS & CONDITIONS WILL YOU BE ISSUED WITH AN AUTHORISATION NUMBER.

IMPORTANT - RETURNS WILL NOT BE ACCEPTED WITHOUT AN AUTHORISATION NUMBER. AT THE TIME OF RETURNING IF THE RETURN ITEMS DO NOT MATCH THE ITEMS AND REASON FOR RETURN AS STATED ON THIS FORM THEN A GOODS WILL NOT BE ACCEPTED AND THE AUTHORISATION NUMBER WILL BECOME VOID. NON RETURN WILL INCURR A CHARGE OF £50.00. THIS COULD ALSO EFFECT ANY FUTURE RETURNS.

PLEASE COMPLETE THE FOLLOWING INFORMATION - OTHERWISE YOUR RETURN WILL NOT BE AUTHORISED

(SEE NOTE 1)

HAS THE ITEM BEEN ASSEMBLED AT ANY TIME?

YES

NO

(SEE NOTE 2)

ALL SECTIONS OF THIS FORM MUST BE COMPLETED IN FULL

DATE			
BUSINESS NAME	ADDRESS		
NAME			
TEL NO			
MOBILE NO			
EMAIL		POSTCODE	

ITEM NAME	INVOICE NO	REASON FOR RETURN - SEE NOTE 8

IF YOU NEED TO RETURN MORE THAN ONE ITEM PLEASE OBTAIN ANOTHER RETURNS FORM.

PLEASE USE THIS SPACE TO PROVIDE A DETAILED DESCRIPTION FOR THE REASON FOR RETURNING THE ITEM

Terms & Conditions

1. All parts of this form must be completed. If this form is not completed in full then your return will **not** be authorised.

2. Assembled goods will strictly not be accepted, or those goods showing evidence of having been assembled. The assembly instructions make it clear that all parts must be inspected pre assembly. If there a faulty or damaged item or missing parts then please re package goods and return to your supplier for an exchange or refund.

3. Please DO NOT deface any of the packaging in anyway. Writing 'damaged' or ' return to Heartlands' will void all credit.

4. This form must be PRESENTED with the goods when returning

5. All products must be returned using original packaging otherwise the items will not be collected and your credit voided.

6. Credit, Replacements or Refunds will only be issued after the goods have been thoroughly inspected by our QA staff

7. Your Credit will be allowed on your next order

8. All Fault Descriptions must be detailed
e.g. writing DAMAGED is not an appropriate Fault Description.
You must refer to the instruction sheet to find part descriptions.

9. Credits will only be given where goods are fully complete. (Packaging, fittings and all assembly parts)

10. Items damaged or defaced in any way, will jeopardise any credit due.

11. If delivery is refused or items are returned if ordered incorrectly they will incur a 25% re-stocking fee.

12. Under no circumstances must the invoice be altered or defaced in anyway. The full invoice amount plus any outstanding amount must be paid

13. All exchanges will be charged at the normal list price. Once the returns have been inspected & approved only then will credit be issued

14. Furniture World operates a no sale no return policy.

RETURNS WILL ONLY BE REDEEMED IF THEY ARE TRULY DEFECTIVE AND NOT FIT FOR THEIR INTENDED PURPOSE. WE WILL FIRST SEND REPLACEMENT PARTS AND/OR FITTINGS

RETURNS No		THIS WILL BE ISSUED ONCE WE HAVE RECEIVED THIS COMPLETED FORM AND YOUR RETURN HAS BEEN AUTHORISED.
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