

Returns Authorisation Form

1. Information

For your peace of mind we offer a no quibble money back guarantee on all unwanted items returned to us (in sellable condition) within 30 days of purchase in an unused condition. Each product also comes with a 12-month warranty against any manufacturing fault.

Please email us at:
sales@snakehive.co.uk with your order number and photos of any faults – these will then be investigated by our customer care team.

For any other queries, please also email us at sales@snakehive.co.uk.

2. Returns Procedure

Please enclose the completed returns form with the item you wish to return to us. We aim to process exchanges or refunds within 5 business days of them reaching our office.

Our returns address is:
Snakehive, Unit 1, Tillingbourne Court, Dorking Business Park, Dorking, Surrey, RH4 1HJ, United Kingdom

For any incorrect items ordered (or unwanted items that fall within the 30 day time period) you will be required to pay the return postage cost. Most of our items can be posted by Royal Mail using a Large Letter.

Stamp using your nearest post office or mailbox.

Returns Form

Please remember to fill in all the details on the Returns Form. It is especially important to complete details and order number, so we can process your return - without this information there may be a delay in processing any refund/replacement.

Order No:

Customer Address:

Customer Name:

Email address:

Postcode:

| Product Name: (on original invoice) | Quantity: | Return Code If faulty, please state why in the Comments Box | Action Required (Please tick) | |
|--|-----------|---|----------------------------------|----------|
| | | | Return | Exchange |
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| Returns Comments: | | Faulty Codes: | | |
| | | 1. Faulty 3. Late Delivery 5. Not as photo | | |
| | | 2. Damaged 4. Wrong Product 6. Changed mind | | |
| | | 7. Other (Please specify in returns comments) | | |