SNAKEHIVE

Returns Authorisation Form

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, Station Road, Dorking, Surrey, RH4 1HJ, United Kingdom

Returns Form

Please remember to fill in all of the details requested 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 Name: _____

_____

Product Name:	Quantity:	Return Code (See Below):	Action Required (Return/Exchange – Please Tick):	
			Return:	Exchange:

Return Codes:

1- Wrong Item Ordered
2- Wrong Item Received
3- Unwanted – Changed Mind
4- Unwanted – Gift
5- Quality Issue **(Please state in comments)**
6- Unwanted – Any Other Reason **(Please state in comments)**

Return Comments: