

# SAXOPHONES LTD - WEB & TELESales RETURN FORM

## CUSTOMER AND ORDER INFORMATION

Forename:		
Surname:		
Document Reference/Order number:		
Date Recieved:		
Date Returned:		
Customer Phone Number		
Customer Email Address		

Item Returned	Reason	Action (Please circle)
		Exchange - other goods Exchange - Like for like Credit Note Refund
		Exchange - other goods Exchange - Like for like Credit Note Refund
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**Goods purchased online from [www.sax.co.uk](http://www.sax.co.uk) can be returned within 14 days of receipt. This does not apply to products where hygiene is concerned and product seals have been broken (Reeds, mouthpieces etc). Goods purchased through our website cannot be returned to our retail stores.**

1. You must obtain a receipt with tracking information from the Post Office or chosen courier service. This can be used to track the item(s) that you are returning. We cannot accept liability for returned goods that we don't receive or for those that get damaged in transit on their return.
2. In all cases, (except where an item is faulty) the item(s) returned must be in its original and saleable condition. This includes all original packaging undamaged and intact.
3. All goods will be inspected on return. Where we have to make reductions in price to facilitate re-sale, you will be notified and the cost will be deducted from your refund.
4. Goods are your responsibility until they reach our warehouse, so please ensure you package them up well to prevent any damage or loss during shipping.
5. The initial postage and packaging charge is non refundable.

Please ensure all goods are appropriately packaged to avoid damage during transit.

Sax.co.uk Returns Department,  
1, Courtwell Business Park,  
Farningham Road,  
Crowborough,  
East Sussex,  
TN6 2JD

We aim process refunds 24 hours of receipt.

If you do not see your original payment method credited within ten days please contact us.

**If you have any difficulty or have any other queries regarding our returns policy, our customer services will be able to assist at [help@sax.co.uk](mailto:help@sax.co.uk) or 01892662533.**

## OFFICE USE ONLY

Date recieved:		
Authroise Refund/Exchange	Y / N	
Authorised by:		