

Returns Advice

Customer Name / Address

.....
.....
.....
.....
Tel:

Order Reference Number

.....

Want to return an item?

Online Returns Only

Please complete the form and return it with the items using the pre-printed returns label attached. All postal charges are at the cost of the customer and we recommend using registered post. If refund is required an email will be sent to confirm the refund has taken place, please allow up to 10 working days after the email date for the funds to appear in your account.

Please note

We will only refund using the original payment method used (i.e. Credit card / PayPal / Gift Card). Personalised products are non-returnable, which includes 'pick and mix' or 'choose your own' items. Some goods are non-returnable for hygiene reasons. Please note that this does not affect your statutory rights.

Item Code	Item Description	Quantity Returned	Return Code	Comments

Reason for Return Codes
A = Product not required, B = Item is faulty, C = Product was not ordered



Returns
The Sweet Store
Viking Business Centre, 5 Turnpike Close
Sweet Briar Park
Norfolk
NR6 5BD

Postage
Required