



RETURNS FORM

Need to return something? We want you to feel confident about shopping with us - you can return any product in its original condition within 14 days from delivery. It's easy, simply follow the instructions below:

1. Fill in the table below, together with your details (please ensure you include your order number and a reason for return).
2. Enclose this form with the item(s) you are returning to us and we will process within 48 hours of receipt. Refunds may take up to 14 days to reach your account.
3. RETURN ADDRESS: The Wick & Wax Co. of 8 Foundry Road, Stamford, Lincolnshire, PE9 2PY
4. Please ensure you obtain a Proof of Postage when you return the item(s) to us (make sure you keep a copy of the proof of Postage in case we do not receive the returned parcel, as we cannot accept liability for returned goods lost in transit).

PLEASE NOTE: For **faulty** or **damaged products**, or any other issues not covered in the table below, please contact Customer Services before completing this form using the contact information at the bottom of this form and we will advise you of what to do next.

Name:

Email Address:

Address:

.....

Order Number (on your Order Acknowledgement email or Packing Slip):

.....

Authorisation Number (if applicable):

.....

Product Code (SKU)	Product Description	Quantity Returned	Reason Code

*Reason for return code: A - Unhappy with product, B - Product not as described, C - Product ordered in error, D – Authorised Cancellation, E – Item Damaged, E - Other (please state).

If you have any questions at all relating to the returns process, then please refer to our [Terms and Conditions](#) for detailed information or contact us on: enquiries@thewickandwax.co.