

Returns Form

Parcels are returned at your own cost, and we strongly recommend you obtain a free certificate of postage from the Post Office as we are only responsible for your parcel once it has been received into our warehouse. Items lost in transit will not be treated as returned.

Please complete this Returns Form in full. It would really help us in developing our products if you could give a reason why they were not suitable.

We are always very disappointed on the rare occasions our customers receive a faulty item. If you have identified the fault within 30 days of purchase, then you can return the item under our normal return procedure for exchange or refund. Make sure you let us know about the fault so we can make sure other items are not affected.

We will ensure you are reimbursed for standard return postage on a faulty item.

When we have dealt with your parcel we will confirm this to you by the email you have provided on your returns form.

Please be aware that it can take up to four working days after we have processed a refund payment for it to appear on your credit card statement.

If, after sending your return to us, you have not received our email confirmation within 10 working days, please contact us on **01420 588 588 (Monday - Friday 10.00am to 4.00pm)** so we can investigate.

Full Terms and Conditions available on our website: www.totalwardrobecare.co.uk

Returns Address: Total Wardrobe Care, Unit 4 Farringdon Industrial Estate, The Old Station Yard, Gosport Road, Farringdon, Alton, Hampshire. GU34 3DD.

Order Number

Customer Name

Telephone Number

Email Address

Refund or Exchange (please delete as appropriate)

Name of item being returned

Reason for return

