

CUSTOMER NAME:	CUSTOMER ADDRESS:	ORDER NUMBER:

The Urban Mill
Rye Street
Bishops Stortford
Hertfordshire
CM232HG

E-mail: help@theurbanmill.co.uk
Website: theurbanmill.co.uk

the urban mill

if you know you know

PRODUCT CODE:	PRODUCT NAME:	QTY RECEIVED	QTY RETURNING	ENTER RETURN CODE

RETURN CODE LIST:

- 101** I have changed my mind
- 102** I received the wrong product
- 103** The item(s) was faulty
- 104** Other (provide details in comments)

ADDITIONAL COMMENTS:

HOW TO RETURN ITEMS:

All Returns need to be received back to our location within 28 days of your purchase. The product should be unused, unassembled and in its original packaging. Please do not write on the surface of the box.

Step 1: Please fill out our online form within the 'My Account' section or email help@theurbanmill.co.uk

Step 2: Once the Return process is agreed please print, complete, and insert this form into the parcel. Failure to insert this form will result in your return not being able to be processed.

Step 3: Ship your Return via a courier of your choice to the following address - Direct Transportation, FAO The urban Mill Returns, Coggeshall Road, Earls Colne, Colchester, CO6 2JX - all Postal charges are at the cost of the customer and we recommend using registered post.

Step 4: Our Returns Team will inspect the goods up to 5 working days of receipt and provided the goods are in a sellable condition they will authorise your refund. Please allow up to 10 working days after payment has been made for the funds to appear in your account. We will only refund using the original Payment method used (i.e., Credit card / PayPal)

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DIRECT TRANSPORTATION
FAO THE URBAN MILL RETURNS
COGGESHALL ROAD
EARLS COLNE
COLCHESTER
CO6 2JX