

# RETURNS FORM

## RETURNING ITEM(S):

- A. Fill in Section 1 with your name and order details.
  - B. Complete Section 2 if you require a REFUND/EXCHANGE or Section 3 if you have received an INCORRECT item.
  - C. Enclose this form with the item(s) you are returning. Please allow 7 - 10 working days for us to process the request.
  - D. Pack the item(s) carefully. Products must be in the condition you received them with original packaging and labels.
  - E. Send the item(s) back to the address below. We recommend using a tracked delivery and that you obtain proof of postage.
  - F. If your item is faulty or incorrect, please include proof of payment for the return postage and we will refund the costs.
- Note: If proof of payment for the return is not supplied to us, we will refund you an estimated cost of return postage.

### 1) Please provide details of your order:

<b>YOUR NAME:</b>			
<b>ORDER DATE:</b>		<b>ORDER NUMBER:</b>	

### 2) I would like a REFUND or EXCHANGE for the following item(s):

Item	Quantity	Refund (✓)	Exchange (✓)	Additional Information	Reason Code

Reason Codes: 1. NOT AS EXPECTED 2. UNWANTED 3. DAMAGED 4. ORDERED IN ERROR 5. OTHER

### 3) I have received INCORRECT item(s):

Item Ordered	Item Received	Refund (✓)	Exchange (✓)

This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 30 working days of them arriving with you. The returned goods are your responsibility until they are delivered to our returns department. For your protection, we recommend you use a postal service that insures the value of the goods you are returning. The cost of return postage is at your expense, unless the products are faulty or incorrect.

**RETURNS ADDRESS** - PLEASE SEND RETURNS TO THE ADDRESS SHOWN BELOW:

**Lifemarque Returns Department,  
2 The Old Brick Kiln Industrial Estate,  
Monk Sherborne Road,  
Ramsdell, Hampshire,  
RG26 5PR.  
United Kingdom.**

If you have any questions or need assistance, please contact our Customer Services Team on

**+44 (0)118 981 1433**  
(Lines open Monday - Friday, 9am - 5pm).

or email us at:

**care@lifemarque.co.uk**