

HOW TO RETURN YOUR ITEMS:

STEP 1 – Write your Order Number in **Box A**

STEP 2 - In **Box C** write what you are returning. Tell us the reason why by using the codes in **Box B** and tick the Refund or Exchange column to advise us what you would like us to do.

STEP 3 – If you would like something to be exchanged, please complete **Box D**. We will contact you if further payment is required.

STEP 4 – Provide us with your Contact details in **Box E**

STEP 5 - Send the item(s) back to us with this form enclosed. You can do this free of charge using Royal Mail Tracked 48. To print your label go to; <http://www.royalmail.com/track-my-return/pick-a-retailer/-/W> and select Whitby & Co.

Items should be returned within 14 days of receiving your order. If an item is faulty or you have received an incorrect item, please email us at sales@kleankanteen.co.uk. Further details of our Returns policy can be found online at www.kleankanteen.co.uk.

BOX B – Reason for return

1.	Arrived too late	4.	Changed mind
2.	Poor Quality	5.	Parcel damaged on arrival
3.	Faulty product	6.	Not as expected
4.	Incorrect item received	7.	Other, please give details.

Box A - Order Number (this can be located on your order confirmation email)

BOX C – I am returning...

Item No.	Description	Qty	Price	Reason	Refund	Exchange
Total Cost of Refund			£			

BOX D – I would like to exchange my item for...

Item No.	Description	Qty	Price
Total cost of Exchanges			£

BOX E – Your contact details...

Name	
Address Line 1	
Address Line 2	
Postcode	
Email Address	
Telephone No.	