

RETURNS FORM

- Please complete this form in full so we can process your refund as quickly as possible.
- Your Web Order Reference was emailed to you when you first placed the order & is also on the sales invoice document you received with your goods. Your Web Order Reference is prefixed with WEB or SO followed by 7 digits (e.g. WEB9991111), your Order ID is 6 digits. Either of these will help to identify your order.

Returns address:

**Terrys Fabrics
Returns Processing**
 Unit 6-8 Winpenny Road
 Parkhouse Ind. Est. East
 Newcastle-under-Lyme
 Staffordshire
 ST5 7RH

Full Name	Web Order Reference / Order ID	Email Address

Return Codes

- | | |
|---|--|
| ① Wrong size option | ⑤ I have changed my mind |
| ② Wrong colour, fabric or material | ⑥ Item damaged in transit (packaging is damaged) |
| ③ Wrong item received | ⑦ Item is damaged (but no sign of damage to packaging) |
| ④ Some other manufacturing fault or quality issue | |

Returned Items

Product	Qty	Return Code

Please include:

- ✓ Returns Form
- ✓ Parcel your item ready for postage - make sure you include the original packaging
- ✓ Mark the Terrys Fabrics Returns Processing address clearly on the side of the parcel
- ✓ Purchase and attach your carrier label
- ✓ Drop off/ await collection as your carrier has instructed

All done!

FURTHER INFO...