

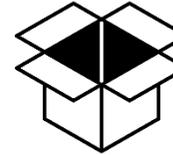
Returns Information.



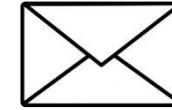
If your goods are damaged or not as described, you'll need to get in-touch with us so we can arrange free return carriage.
01484 435 055



Please let us know if you want a **refund** or **exchange** by ticking the correct box below.



Pack your return parcel well, using the original packaging wherever possible.



Remember to include this form with your return parcel.

NEED SOME HELP?

Call us 01484 435055

Email us helpme@artandcraftfactory.co.uk

Visit our site www.artandcraftfactory.co.uk

ORDER DATE	ORDER NUMBER	CUSTOMER NAME

QTY	PRODUCT CODE	DESCRIPTION	REFUND OR EXCHANGE	REASON CODE	REASON FOR REFUND OR EXCHANGE
					<ol style="list-style-type: none"> 1. The item is not as described 2. The item is damaged or faulty 3. The item arrived too late 4. The item is poor quality 5. The item is unwanted

Have you received an incorrect item? If so, please fill out the section below:

PRODUCT ORDERED	PRODUCT RECEIVED	REFUND <input checked="" type="checkbox"/>	RETURN <input checked="" type="checkbox"/>

Please note:

- Return carriage is only paid for by us if the item or order is incorrect, damaged, faulty or not as described.
- Return carriage for unwanted items is the responsibility of the buyer, please use the return address provided.
- Refunds and exchanges will be processed within 14 working days of us receiving the items back, or proof of return carriage.
- Please read our full refunds and returns policy on the next page **before** you commence the returns procedure.
- If you are unsure about anything at all, please call our customer service team on 01484 435055 or email us at helpme@artandcraftfactory.co.uk

RETURN ADDRESS

E-Commerce Returns,
Art and Craft Factory,
Turnbridge Mills,
Quay Street,
Huddersfield,
HDI 6QT

Returns Policy.



As a distance seller, we have an obligation to ensure that your rights as a consumer are met, by offering sufficient services to cancel, return and refund you for unwanted goods.

As a buyer you have the right to cancel your order from the point the order is placed, right up until 14 days after your goods have been received – your goods do not have to be returned within this time period.

In most circumstances it is not possible to make changes to an order, once it has been placed.

- If you want to purchase more products, these will have to be put on a new order.
- If you would like to remove items from your order, change the delivery details or cancel it all together, please call our Customer Service team on 01484 435055.
- If you contact us to cancel an order after it has been despatched, please follow our returns procedure.
- All cancelled orders will receive confirmation by email.

Unwanted Goods

- Unwanted goods can be returned in their original unused condition for a full refund.
- The cost of return carriage for unwanted goods is the responsibility of the buyer.
- Refunds for returns will be processed within 14 working days of us receiving the returned item(s), or providing proof of return (for example proof of postage from

the Post Office). Refunds will be made using the original payment method the order was initially placed with.

Damaged Goods

- Damaged goods or items that do not appear as initially described can be returned and will be issued a full refund or a replacement – please let us know which you would like by filling in the **returns form**.
- The cost of the return carriage for damaged goods will be paid for by us, please contact us to arrange return carriage for these items on 01484 435055.
- If the exterior packaging is damaged on arrival, please notify the delivery person, ourselves and wherever possible take photo evidence.
- Refunds for returns will be processed within 14 working days of us receiving the returned item(s), or providing proof of return (for example proof of postage from the Post Office). Refunds will be made using the original payment method the order was initially placed with.

Please Ensure:

- Your returns are packaged well and are secure.
- You take care of goods and do not use them if you intend to return them.
- You send your return promptly after your order is cancelled, or faulty goods are reported.
- You include all original packaging within your return wherever possible