

# RETURNS FORM

Please enclose this form with your returned goods and send to:

Candi Gifts, Returns Dept., Anson House, Anson Way, Beccles Business Park, Suffolk NR34 7TJ

Order Number:		Date:	
Name:			
Company:			
Address:			

## Details of Goods Returned

Item Code	Quantity	Item Name

\* Items can be returned to us for a refund if within 7 days of delivery. In exceptional circumstances, we may accept returns outside of the 7-day limit, but within 14 days. In these cases, we will issue a credit note, NOT a refund.

\* A refund/credit note will be issued for the goods within 30 days from the date they arrive back at our warehouse, providing they are returned unused and undamaged.

\* Carriage costs paid when ordering and incurred returning the items will not be reimbursed, and any costs we have incurred over and above any shipping charges paid when ordering will be deducted from the refund.

### **Applicable return fees:**

* <b>£3.50</b> +vat	to cover	- processing and administration
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* <b>£10.00</b> +vat	to cover	- initial order processing (picking, packing, checking, labelling & handling) - initial packaging costs (boxes, tape, documents envelopes etc.) - restocking time and warehouse administration
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* <b>2%</b> order value +vat	to cover	- payment processing fees we cannot recover from Barclaycard/Paypal etc. This does not apply if you paid by bank transfer

For more details, please visit us at [www.candigifts.co.uk/returns.html](http://www.candigifts.co.uk/returns.html)

**Please be aware that if you return goods with a value lower than the return charges, you will not receive any refund.**

Email: [salesdesk@candigifts.co.uk](mailto:salesdesk@candigifts.co.uk) Telephone: 01502 501681