

Step 1: Your Order Details:

Name:	Date of Return:
Tel:	Email:
Invoice Address:	Invoice No:

- These details can be found on your invoice, which was enclosed with your order
- Please ensure that your returned item is sent to us in its original condition, with labels attached and in the original packaging within 14 days of purchase.
- If you have a different delivery address please tick the box & make a note of this on the reverse of this form - Different Delivery Address

Step 2: Are You Returning Goods for:

Refund

Exchange

Items being returned:

No:	Code	Description	Size	Colour
1.				
2.				
3.				

Reason for Return:

Step 3: Exchange Options:

Exchange Details: *Please advise us which item you would like in exchange.*

Exchange Delivery Options: If you wish to exchange your item a repeat postage charge is applicable. You can either contact us with these details on Freephone 0800 083 6418, enclose a cheque, or complete the form below with your payment details.

I enclose a cheque for / have given my card details below for £_____ for re-delivery (£3.95 standard delivery or £7.50 UK next day).

Credit/Debit Card details:	Visa <input type="checkbox"/>	Mastercard <input type="checkbox"/>	Switch / Maestro <input type="checkbox"/>	Amex <input type="checkbox"/>					
Card Number:		/		/		/			
Expiry Date:	/	Valid From:	/	Issue No:		CVC:			

Returning Tips

Having filled in the form please enclose it with your parcel and take it to your local Post Office – the address label can be cut out and attached to your package.

Depending on the weight of the package Royal Mail Special Delivery is often the best method as this gives insurance and proof of posting. However, if your parcel is heavy this can be expensive and the Royal Mail Standard Parcel service offers a similar service however it takes slightly longer.

Please Note: All returns must be in their original condition with the labels attached and in the original packaging. Goods which are not returned in a saleable condition may be refused a refund or exchange or may incur a handling/cleaning fee. Some of our items pick up dust/fluff/pet hair very easily – please ensure they are kept and folded in a clean environment.

If your order received a free product or a promotional offer and the order is to be returned for a refund or is to be exchanged for a different product we would require the free item / offer to be returned to us also. If an item is forgotten and is not included in the returns parcel you will only be refunded for the cost of your purchase less the cost of the promotion.

For full terms and conditions please visit <http://www.webury.com/store/terms.html>

webury.com - Returns Dept.
The Mill Office,
Hatfield,
Leominster,
Herefordshire,
HR6 0SE