

Returns Advice

Heatons

Customer Name / Address: Tel:	Order Information: Order Number:.....
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Want to return an item?

Online Returns Only

Please complete the form and return it with the items using the pre-printed returns label attached. All Postal charges are at the cost of the customer and we recommend using registered post. If an exchange or replacement is required an email will be sent when the items are despatched. If for any reason the item(s) are out of stock, a refund will be issued. If refund is required an email will be sent to confirm the refund has taken place, please allow up to 10 working days after the email date for the funds to appear in your account. Please note we will only refund using the original Payment method used (i.e. Credit card / PayPal / Gift Card).

Item Code	Item Description	Quantity Returned	Return Code	Comments

Reason for return codes: A = Exchange required (please provide size required), B = Product not required, C = Item is faulty, D = Product was not ordered



<p>Customer Returns, Unit B, Brook Park East, Shirebrook. NG20 8RY.</p>	<p>Postage Required</p>
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