

Please post all Returns to:



RETURNS DEPARTMENT

RADNOR HILLS

HEARTSEASE

KNIGHTON

POWYS

LD7 1LU

Please **include** a completed **returns form** with your package.



Reasons for return – please select an option from below:

Wrong product size or wrong product shipped

Product is faulty

Product didn't match the website description

Other, please give details:

Returns and Refunds

In the event that you wish to return your goods, please read the following instructions.

- We are not responsible for the return shipping costs of the products you wish to return.
- All Items must be in original, resalable condition.
- Please make sure all returned items are well packaged, so as not to be damaged in the post.
- Please make sure all return packages are sent with a trackable, insured service.
- We cannot take responsibility for items damaged or lost in the return transit.
- Please make sure that the returns form is enclosed with your goods as without it this may result in your return not being processed.
- Please note that you will be refunded within 5-10 working days of us receiving the goods should they be in returnable condition.