**Customer Returns Form**



**Return To: Townfields Saddlers Ltd. Butt Lane, Allesley, Coventry. CV5 9FE**

**02476-402474 Email Sales@townfields.com**

**Web Order Number:** EXAMPLE = TS0012 **Date of Order:** (DD/MM/YY)

|  |  |
| --- | --- |
| **Your Details** | |
| Title |  |
| First Name |  |
| Surname |  |
| Address |  |
|  |  |
|  |  |
| Post Code |  |
| Email |  |
| Tel No |  |

|  |  |
| --- | --- |
| **Delivery address for return If different from above** | |
| Title |  |
| First Name |  |
| Surname |  |
| Address |  |
|  |  |
|  |  |
| Post Code |  |

**\*Please Fill In The Table Below For The Details of items that you are returning**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qty** | **Product** | **Colour** | **Size** | **Price** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**\*Additional notes:** Please leave details here of your reason for your return and details if you wish to exchange your item of the replacement product you require (or any other extra notes for your return)

**\*Tick Here For Refund \*Tick Here For Exchange**

\*Write additional notes here... EXAMPLE: Item is too big and would like to exchange for next size up

**General Returns Information**

You may return your item for refund within **30 days of purchase**. The item should be in perfect condition and complete with the original packaging. Please see **Returns Procedure** Below for details on sending your item back to us. Any refunds made will be done using the original payment method.

Personalised and Special order items cannot be cancelled once the order has been processed.

We always aim to complete all refunds as quickly as possible however please allow a maximum of 14 working days for your refund to be completed from the date of return, to allow for the item to arrive back to us by post, to be inspected fully to ensure the item fits the returns criteria and is eligible for refund and to be authorised by a managerial member of staff. If you have any queries please call the shop on 02476402474, where a member of the team will be more than happy to assist you.Please note that when returning an item for exchange or refund (unless the item is faulty) you will be responsible for the cost of postage of the item(s) back to us and also, in the case of exchanges, payment of a standard delivery charge of £4.50 will be required to send you your replacement item(s).