



Dear Customer

We would like to take this opportunity in thanking you for ordering from our company, and we hope that you have been delighted with the excellent service our company endeavours to give.

If, in the unlikely event that you are less than satisfied, please do not hesitate to contact us.

If you require further goods please visit our website at www.uttings.co.uk. For advice and assistance please telephone our Customer Service Team on 01603 619811.

We look forward to hearing from you soon.

Uttings

RETURNS FORM - EXCHANGES & REFUNDS

In the unlikely event that the goods supplied are not what you expected, you must return them to us in an un-used and un-soiled condition, complete with their original packaging, within 14 days of receipt, to the address below.

Please be aware that items can only be returned for an exchange / refund if they are **unused**, and in their **original manufacturers packaging** and have all of the barcode tags intact, so please don't remove them if you're thinking of sending them back! Clothing, shoes and accessories must have labels or tags attached (please **do not** put tape or labels on the manufacturers box or packaging). If either the goods or the packaging are not in a re-saleable state, then we may decline your exchange / refund request.

Refunds will be credited by your original method of payment and an email will be sent to confirm when this has been done, normally within 7 days.

Please help us to deal with your return quickly by providing us with the following information.

ORIGINAL PURCHASERS DETAILS		SENDERS DETAILS (If different to original purchaser)	
ORDER NO.: (Can be found on receipt)	<input type="text"/> *	Senders Name:	<input type="text"/>
Original Purchasers Name:	<input type="text"/>	Senders Tel No.:	<input type="text"/>
Original Purchaser Tel No.:	<input type="text"/>	Senders Address:	<input type="text"/>
Original Purchaser Address:	<input type="text"/>	Delivery Instructions:	<input type="text"/>

N.B. We will always send replacement goods to your original shipping address - unless we are notified otherwise

RETURNED ITEM	EXCHANGE FOR	REFUND	IF FAULTY PLEASE DESCRIBE FAULT

*Please ensure that you have filled in your **ORDER NUMBER*** as we are unable to process any returns without an original order number.

Failure to provide the requested information may cause delays in dealing with your return.

Uttings

60 Bethel Street, Norwich, Norfolk, NR2 1NR, England • Phone: 01603 619811 • Fax: 01603 619849 • E-mail: via website • www.uttings.co.uk

Uttings Ltd: Company Reg. No. 7253702



collect+

CollectPlus is the largest store-based parcel service in the UK, designed to make your life easier.

No more wasted Saturdays or lunchtime queues, just the freedom to get on with your day.

For items under 10kg, you can purchase a Collect+ label and print it online, then just drop your package off at a local shop.

It's simple...

- 1 Pack your item securely including our returns form
- 2 Buy and print Collect+ returns label (See link in RETURNS on our website)
- 3 Drop your item off at a local shop

