

|               |  |
|---------------|--|
| CUSTOMER NAME |  |
| RETURNS NO.   |  |
| PHONE NO.     |  |
| EMAIL ADDRESS |  |
| DATE          |  |

| PRODUCT CODE | QTY | REASON FOR RETURN |
|--------------|-----|-------------------|
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NOTES \_\_\_\_\_

### REFUND TYPE

RETURN TO CARD  ONLINE CREDIT

### RETURNS POLICY

You have the right to cancel your order within 14 days, from the day you receive the goods. If you receive an order and decide not to keep it, for whatever reason, please notify us within 14 days of receipt of goods and return goods in their original condition within 14 days of notification for a full refund.

If you are in possession of the goods you are under the duty to retain them and take reasonable care of them. You must send the goods back to us within 14 days of cancelling your order.

You will need to return the goods to our contact address at your own cost (unless we delivered the item to you in error or the item is damaged or defective).

We reserve the right to make a charge not exceeding our direct costs of recovering the goods if you do not return the goods or return them at our expense.

All goods are returned at the customer's risk. Please obtain proof of postage where possible.

### To return an item please follow the steps below:

1. Contact us for a returns number.
2. Fill out this returns form.
3. Package up your goods securely, including this form.
4. Attach the returns address label to the package and return using your preferred method.
5. If you are returning an incorrect or faulty item we will advise you as to best method of return. Please keep a proof of sending receipt.
6. Once your items have been received back and inspected, we will process the refund.

RETURNS  
Ken Bromley Art Supplies  
Unit 13 Lodge Bank Estate,  
Crown Lane, Horwich,  
Bolton  
BL6 5HY