

RETURNS & EXCHANGE FORM**WILLIAM POWELL**
since 1802

Name		Order Reference												
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DETAILS OF RETURNING ITEM(S)**Return Reason Codes**

- | | | |
|--------------------|------------------------|--------------------------------|
| 1 Too Big | 6 Dislike Styling | 11 No Longer Required |
| 2 Too Small | 7 Dislike Fabric | 12 Ordered Wrong Product |
| 3 Not As Pictured | 8 Dislike Colour | 13 Ordered Multiple Sizes |
| 4 Not As Described | 9 Arrived Too Late | 14 Other, please specify below |
| 5 Faulty/Damaged | 10 Wrong Item Received | |

Product Code	Quantity	Exchange (Please Tick)	Refund (Please Tick)	Return Reason Code

DETAILS OF REPLACEMENT ITEM(S) ←

Product Code	Product Description	Size	Colour	Quantity	Price

EXCHANGES AND REFUNDS

If you're not fully satisfied with your purchase, please return the product to us by post or to our showroom within **28 days** of receipt, following the simple instructions below. We will exchange the item(s) or refund the amount to the credit or debit card used for the original purchase, or directly into your bank account if paid by cheque.

SALE/REDUCED PRICE ITEMS – you must advise us that you wish to return these items within **14 days** of receipt, these items must then be returned to us within **14 days** of this date.

INTERNATIONAL RETURNS AND EXCHANGE – Please ensure when returning international items, you mark on the outside of the box **“RETURN GOODS”**. This will prevent delays in customs clearance.

UNWANTED ITEMS - It's important that any unwanted item(s), unless faulty, are returned in a re-saleable condition – undamaged, unused and with all original packaging and labelling. Items returned to the Showroom must have the original receipt, order confirmation or delivery note.

We cannot offer refunds or exchanges, unless faulty, on the following items:

- Special Order Products including personalised items (embossing or engraving) and gun cabinets.
- Perishable Goods
- Items which due to their use can come into direct contact with the body e.g. whistles, calls and ear plugs.
- Additional Services such as gift wrapping and express delivery services.

FAULTY OR INCORRECT ITEM(S) - In the rare event of an item(s) being or developing a fault please contact us as soon as you receive the goods on 01295 701701 during our UK office hours (9:00 – 5:30), or email customerservices@williampowell.com

HOW TO PACKAGE YOUR ITEM(S)

- Package the item(s) you wish to return, including the original product packaging and labels.
- Complete the **RETURNS & EXCHANGE FORM** (overleaf). If you would like an exchange, please also complete the **DETAILS OF REPLACEMENT ITEMS** section.
- Send the parcel back to us with the **ADDRESS LABEL** (below).

PLEASE NOTE: All goods are returned at your own risk and cost. We strongly recommend sending goods by a recorded delivery method.



1) Complete the **ADDRESS LABEL** below; including your order reference, name and postcode.



2) Insert the **RETURNS & EXCHANGE FORM** overleaf and in to the parcel



3) Parcel the item(s) up following the guidelines below



4) Attach the **ADDRESS LABEL** to outside of the parcel. Take the parcel to the Post Office or equivalent and ask for proof of postage

PARCEL GUIDELINES

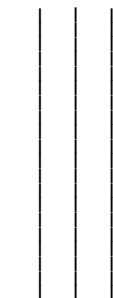
- Please securely pack the item(s), including the original product packaging and labels, so that it arrives back safely.
- Where possible please use the original parcel packaging the item(s) arrived in, unless the packaging is too large for the returning item(s) in which case please use a safe alternative.
- Please ensure there is no damage to the product's original packaging when returning e.g. footwear, must be returned with an outer box for protection and the footwear box itself should not be sealed.
- Please ensure the item(s) have sufficient protection to ensure it arrives back with us in the condition you received it.
- You do not have to return catalogue/leaflets that were included in your parcel
- **PLEASE NOTE:** All goods are returned at your own risk and cost. We strongly recommend sending goods by a recorded delivery method.

If you should have any questions over returning items to William Powell please do not hesitate to contact us:
William Powell Ltd, Carrs House, Tramway, Banbury, Oxfordshire. OX16 5TD
Tel: 01295 701701 Email: customerservices@williampowell.com

ADDRESS LABEL

RETURN GOODS

William Powell Ltd
Returns Department
Carrs House
Tramway
BANBURY
Oxfordshire
OX16 5TD



Order Ref:
Sender:
Postcode: