



Cremation Urns Company

Returns Slip

Customer Name:	Invoice Number:
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Customers Address:	
	Postcode:
Daytime Phone:	Email:

Product Name	Exchange/Refund	Reasons Why /Comments

PLEASE FILL THE FORM IN FULLY AND READ THIS INFORMATION CAREFULLY

RETURNS POLICY

Cancellation

You are entitled to cancel your order and return the goods within 7 working days for a full refund, **excluding the cost of delivery, providing the item/s are unused.**

To do this simply print off the returns form and fill it in completely making sure to specify **Refund** and send it back to us **with your purchased item/s and the original proof of purchase receipt. All cancelled item/s should be in perfect condition, with original packaging undamaged and in a fully resalable condition.**

All cancelled items are done so at the customers cost, so any refunds will exclude the cost of the original delivery charge plus the costs incurred by the customer when returning the item/s. Cancelled items remain the responsibility of the customer until it has been received by us at our return address, as is the risk of loss or damage, so you should ensure that the item has enough insurance to cover its value, this you can organise with your chosen courier and is at your (the customer) expense. Proof of return posting (e.g. recorded delivery) is essential, as we cannot be responsible for lost items.

Damaged and Faulty Items

In the event that an item is returned because of a possible manufacturers fault then it should be **returned to us by printing off the returns form and filling it in completely making sure to specify Exchange or Refund** and describing the type and location of the fault.

The item/s should then be returned to us **with the original proof of purchase receipt, the completed returns form and a copy of the return postage receipt** so in the event of a full refund we can add the correct amount of carriage cost to your refund.

Until then the risk of loss or damage to the returned item/s remains the responsibility of the customers, so when returning goods you should ensure that a delivery method is used that allows the item/s to be easily tracked, this you can organise with your chosen courier.

When we receive your item/s they shall be inspected to establish the type and cause of the damage and if it is found to be a manufacturing fault then A: In the event of the customer requiring a **Refund** the full amount including the cost of the return carriage will be issued. B: In the event that the customer requires an **Exchange** then one shall be despatched free of charge and a refund for the cost of the return carriage issued (**a copy of the receipt for the return carriage must be sent to us with the returned item/s so we can refund the correct amount**)

Sadly endless fraudulent claims have forced us to take the inspecting of faulty items very seriously and so in some cases the manufacturer/supplier may require to see the item/s before refund or replacement can take place.

If after inspection we find the damage is **not** a manufacturing fault then A: In the event of the customer requiring a **Refund**, then a refund **excluding** the original delivery charge will be issued, also there will be no refund for the customers return carriage. B: In the event that the customer requires an **Exchange** then one shall be despatched and this will be in addition to another delivery charge. There will be no refund for the customers return carriage costs.

Exchange Items

We will exchange unused items that are returned within 14 days of purchase. To do this simply print off the returns form and fill it in completely making sure to specify **Exchange** and send it back to us **with your purchased item/s and the original proof of purchase receipt. All Exchange item/s should be in perfect unused condition, with original packaging undamaged and in a fully resalable condition.**

All Exchange item/s will be dealt with at the customers expense, that includes the costs incurred by the customer to return the item/s to us and the cost of delivering the replacement item/s to the customer.

Exchange items remain the responsibility of the customer until it has been received by us at our return address, as is the risk of loss or damage, so you should ensure that the item has enough insurance to cover its value, this you can organise with your chosen courier and is at your (the customer) expense. Proof of return posting (e.g. recorded delivery) is essential, as we cannot be responsible for lost items.