

RETURNS NOTE

The Ice House, 1 Fleethall Road, Rochford, Essex. SS4 1NF

Email: customer.services@surfanic.com

CUSTOMER NAME	CARRIER USED FOR RETURN	DATE
CUSTOMER ADDRESS	ORDER NUMBER	

PLEASE NOTE -

If you wish to exchange an item, simply place an order for your required replacement on our website and return the initial item. We will refund in full when this is received back in our warehouse. By doing this you can be assured that the replacement item you require is in stock, available for despatch, and will be received by you in the quickest timeframe possible.

Stock Ref	Name/Description	Size	QTY	Reason for Return (Please Select One)		Office Use Check In
				Reason Code	Refund Reason Codes	
					1 - Looks different to image on site	
					2 - Ordered more than one size	
					3 - Arrived too late	
					4 - Poor quality/Faulty	
					5 - Too Big	
					6 - Too Small	
					7 - Doesn't suit me	
					8 - Incorrect item received	
					9 - Parcel damaged on arrival	

ALL ORDERS MUST BE RETURNED IN A NEW/RESALEABLE CONDITION, FOLDED AND IN THEIR ORIGINAL PACKAGING WHERE POSSIBLE.

A refund will not be issued unless this form is completed & returned with the goods - any shortages in returns will be notified to you on receipt. Please note it is very important that when you return an item, we know the order number it relates to, your details and why you are returning the item. Without these details we won't be able to perform the refund in a timely manner.

- Instructions
1. Complete all the information above regarding your return
 2. Visit - www.surfanic.co.uk/returns to create a free returns postage label
 3. Attach this label to your package and place this completed form inside your parcel.
If you have the ability to, we recommend taking a copy of this form for your records.
 4. If you do not have a printer, follow the instructions to locate a local Customer Service Point with Label Printing Facilities
 5. Take the return package to your local Royal Mail drop off point. This will be sent back using our Freepost service.

Please note no other addressing or postage marks are needed on this return. The Post Office will not charge you for this Return.

Additional Information – This is a tracked return postage service and can take up to 10 business days.

If the value of your return is over £150 we recommend paying for additional compensation protection at the post office.

If you wish to exchange an item, simply place an order on our website and we will refund the initial item value in full when it is received by us. It is with regret that we are unable to offer a Free Tracked Returns service for a limited range of products on the site due to the product dimensions. Products excluded from the freepost returns service will have been clearly labelled when being purchased. This does not affect your statutory rights.