

Returns Form



General Info

Returns can only be accepted if accompanied with this form and goods can be returned for the reasons detailed below. Exchanges can be made by filling out the relevant section below.

Faulty Goods

In the event of any product being found to be faulty within 28 days of receipt, we will replace with a new item, or refund your money (Your choice). Outside of this 28 day period we will do the following: Within a year we will arrange repair or replacement of the item.

Unwanted Goods

If, for whatever reason, you are unhappy with the products you buy then we will refund you. We just ask that the goods are unused with original packaging, and are returned within 28 days of purchase. By unused we mean that it still is as good as new with the original packaging and any original tags still attached. Any returns made outside of 28 days are at our discretion and will incur a 25% or £5 restocking fee. (Whichever is the greater).

Returns Procedure

Returned items must be accompanied by this form and sent to the address on the next page (which you can use as a convenient label)

Full Name:	<input type="text"/>	Phone:	<input type="text"/>
Address:	<input type="text"/>	Purchase date:	<input type="text"/>
		Return date:	<input type="text"/>
Email:	<input type="text"/>	Sales receipt number:	<input type="text"/>

Please use this table to list items that are unwanted and require a refund.

Returned item	Size	Reason for return

Please use this table to list items which require an exchange.

Returned item	Size	Required item	Size

Please Note: If you wish to exchange for an item which we do not presently stock, please call or email us and we will be happy to try to special order it for you.

Facewest Ltd (Returns Dept)
Unit 6, Gordon Mill
Netherfield Road
Guiseley
LS20 9PD