

RETURNS FORM

Keswick House, Branthwaite Road, Workington, Cumbria, CA14 4ED

Tel: **0333 240 6178** Fax: **01946 818131**

Email: **service@culturevulturedirect.co.uk**

We hope you are pleased with your order. If anything you have ordered does not live up to your expectations just return it to us unused, in its original packaging, for an exchange or refund within 35 days. Unless the item is faulty, return postage will be at your cost. It is important that the goods are returned in the best possible condition so please pack them appropriately.

Faulty Goods. For all returns of faulty or damaged items, please email **service@culturevulturedirect.co.uk** or call our customer service team on **0333 240 6178** (Mon – Friday 9am – 7pm, Sat 9am – 5pm). We will advise where and how the items should be returned and provide the appropriate paperwork.

Exceptions. We are sorry but earrings, food, personalised products and self-assembly furniture (once partly or wholly assembled) cannot be refunded or exchanged unless faulty.

Refunds. We will refund you as promptly as possible, usually within 14 days of the goods being returned to us. If you have provided an email address, we will email you to advise you when the refund has been processed.

Please see our website for full terms and conditions.

To return an item. Please complete this form to help us process your return quickly. Send it with the returned items using the pre-printed label overleaf (unless advised otherwise by Customer services). Don't forget to affix the correct postage to the package. We recommend that you use the cheapest method possible and obtain a free proof of posting from the post office as you are responsible for the goods until they reach us.

Please complete the details below to help us deal with your return quickly, and don't forget to enclose this form inside your parcel!

Name & Order Number	
Name	
Order No	

FOR EXCHANGES ONLY

If the new items are cheaper, we will refund the difference. If the items cost more, please enter payment details below:

Cheque enclosed

(Payable to Museum Selection) value:

£

Charge my credit card

Visa Mastercard

Card No.

Expiry Security Code

Signature

REASON CODES (enter below)

- | | |
|----------------------------|-------------------------------------|
| 1. Damaged on arrival | 8. Too small |
| 2. Defective | 9. Delivered too late |
| 3. Wrong item received | 10. Not as described in catalogue |
| 4. Wrong item ordered | 11. Duplicated delivery |
| 5. Poor value for money | 12. Changed my mind |
| 6. Quality not as expected | 13. Not as illustrated in catalogue |
| 7. Too large | |

ITEM CODE	DESCRIPTION	QTY	REASON CODE	ACTION REQUIRED (please tick)		NEW ITEM CODE (Exchanges only)
				Exchange	Refund	