

**RETURNS FORM FOR GOODS MORE THAN 3KG BUT LESS THAN 10KG.
ALSO OVER £100 BUT LESS THAN £500 IN VALUE.**

Goods may be returned or exchanged within 30 days of purchase – unless specifically purchased, manufactured or cut. Returned goods will be accepted if returned in their original condition (and packaging if possible) and credited at the price shown on the invoice. We will only refund postage for goods not required if returned in less than 30 days. If this prepaid postage option is used and the return is over 30 days we will deduct the cost from your refund. If you are returning an item due to a fault of ours, we will always refund postage charges but would ask that we choose the postage method. Returns and exchanges are normally processed within one working week.


HOW TO RETURN:

1. Please package your item securely, along with your invoice or this completed Returns Form.
2. Attach your Freepost Returns Label (see below, please cut and attach to your package) and take it to your local post office.
3. Please ensure you obtain a Proof of Posting Certificate in case there are any problems with your return.

RETURNS FORM

Please remember to fill in all of the details on this Returns Form. It is especially important to provide your Account No. and Contact Details, so we can fully process your return. Not providing this information may result in a delay in processing your return/exchange.

CUSTOMER NAME	Product Code	Product Description	Quantity Returned
ACCOUNT NO.			
CUSTOMER ADDRESS			
POSTCODE			
CONTACT NO.			
INVOICE NO.			
REASON FOR RETURN			

Cut here 

response licence with special delivery licence number NAT25431/PB1	
<p>Returns Department CPM Ltd 59-83 Vittoria Street Birmingham B1 3NZ</p>	

**SPECIAL DELIVERY
RETURNS LABEL**