

CUSTOMER RETURNS FORM



RETURN ADDRESS

Watsons on the Web
c/o Stadium North, Tofts Farm Industrial Estate,
Brenda Road, Hartlepool, TS25 2DH

If you are not completely satisfied with any item, then please return unused within 7 days for a full refund.
This does not affect your statutory rights. Please allow 28 days for credit card refunds to be shown on your statement.
For faulty products please email to arrange collection : watsonsontheweb@btconnect.com

Returns:-

- Please fill in your name and order number.
- Please give details of the item to be returned.
- Indicate the reason for the return on the bottom half of this form.
- **Please attach this Returns Form to the exterior of the box.**
- If you are taking your parcel to the Post Office or chosen couriers please obtain a signature and complete the parcel details on the top section of the form as your proof of return.
- Please return goods using Special Delivery Service from Royal Mail OR signed for courier service - refund of postage cost must be agreed with our Customer Services PRIOR to the return of goods.

Customer proof of return:-

please take note for the following for your records -

Courier Company Name:

Consignment / Tracking Number:

Courier signature:

Cost / Charge:

Date Collected / Sent: / /

Spare Parts: Please note that we can supply spare parts for all of our products and also give advice should you be experiencing any difficulties in assembling the product. Please ensure that you have your assembly instructions to hand to identify the correct part number and email us at watsonsontheweb@btconnect.com

Returns: In the unlikely event that you are unhappy with your product please follow the procedure: Please note - regrettably self assembly furniture cannot be returned once assembled or part assembled - unless the item is faulty. Re-pack the goods in the original packaging ensuring that you attach this completed returns form (or a copy) to the outside of the box OVER the original address label. The following information should be completed to avoid any delays - Date Returned, Reason for Return (i.e. Wrong item, Faulty, Change of Mind) Product should then be returned at your own cost ensuring that you have proof of postage from whichever method you use to return the goods. Faulty products will however have this postage reimbursed. Please email watsonsontheweb@btconnect.com if you cannot arrange to return yourself.

- THIS SECTION BELOW TO BE RETURNED WITH THE ITEM -

Please complete this section, indicating your reason for return below, detach and return with goods. Please do not write on the box just affix the label from the courier or this sheet of paper OVER the original address label.

Order Number: Date: / /
Ordered from:

Item / Item Number	Quantity	Return Reason

Customer Name: Signature:

Notes:

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QUICK REFERENCE RETURNS REASON

DAMAGED / PARTS MISSING WRONG ITEM / COLOUR NOT WANTED / CHANGED MIND

ACTION TO BE TAKEN

REFUND RESEND