

RETURNS FORM



Dear Customer,

Thank you for your order. We have done our utmost to fulfil your requirements. However, if you need to return any goods, please complete this returns form and send it together with the goods to the following address using the free returns label:

Strauss U.K. Limited
Unit 10, Ashburton Industrial Estate
Ross-On-Wye, HR9 7BW

Our returns process is to fully refund you for the items that you return, then we will create an exchange order for the new items. All exchange orders will receive free delivery. Once paid, the exchange order will be dispatched to you.

If you have any questions, please call us on 01252 607 855 Or email us at sales@strauss.co.uk.

Sender:

Customer-No.

Order-No.

I AM RETURNING:

Product description	Article no.	Size	Quantity	Reason

Reason for return:

Complete Fit	too big	too small
	11	12

I don't like the item

Material	13
Cut	14
Colour / Pattern	15

Quality

Faulty / damaged	16
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Description of fault:

Delivery

Delivered too late	17
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Delivered incorrectly	18
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Sample Order	19
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PLEASE EXCHANGE WITH:

Product description	Article no.	Size	Quantity

The following cannot be exchanged:

- worn and washed clothing/shoes
- opened packages of technical goods (printer cartridges/calculators)
- personalised items (embroidered/printed goods etc.)

Please provide us with your bank details for any resulting credit:

Account holder: _____

IBAN: _____

CONTACT PERSON:

Mrs / Mr: _____

Phone: _____

Email: _____