



GRAHAM AND GREEN

RETURNS FORM

We want you to be thrilled with every item you receive from Graham & Green, but we understand that there are occasions you may want to return an item. If you aren't totally satisfied with your purchase, you can return it to us in its original condition within 14 days for a full refund, excluding original delivery fees.

Standard size parcels may be returned via your local Post Office at a charge of £6.95 per box. Please get in touch and we can arrange this for you.

Items need to be returned in original packaging and condition. If an item is damaged or faulty please contact our customer services team before returning on 01225 418 200 or mailorder@grahamandgreen.co.uk

YOUR DETAILS:

Order No.	Customer No.	Full name	Postcode	Telephone No.

RETURN DETAILS:

Product No.	Description	Qty	Reason code	Exchange or refund?	Exchange product code*	Extra comments

*If there is a price difference between your original product and the exchange our customer services team will call you to take additional payment.

REASON CODES:

A- Product description not accurate B- Photography not accurate C- Size not as expected D- Disappointed in quality E- Product faulty or not working F- Product arrived damaged G- I ordered several options H- Arrived too late I- Wrong product received J- I changed my mind K- Other (please comment)

You can register your return by filling in the information below to enclose with your return or contacting our customer services team.

Please address your return to:

**GRAHAM AND GREEN RETURNS,
UNIT 1, THE HUB, BUMPERS WAY, BUMPERS FARM,
CHIPPENHAM, SN14 6LH**

Standard delivery items purchased online or by telephone may also be returned in person to our Bayswater store within 14 days of receipt for a refund, or 28 days for account credit. Store returns are limited to standard delivery items only; excludes bulk and furniture returns.

We're happy to organise a collection for your return at a cost of £10.00 per box for a standard delivery order, £15.00 per box for an extra-large parcel and £48.00 for furniture and fragile items. To organise, please contact our customer services team on 01225 418 200 or mailorder@grahamandgreen.co.uk

For more information on returns and refund, please visit www.grahamandgreen.co.uk/delivery-returns/

YOUR ORDER WAS PACKED BY:

