

# T-34



# RETURNS FORM

T-34 Ltd, First Floor, 17 Worcester Road, Bromsgrove, Worcs, B61 7DL  
www.t34.co.uk sales@t34.co.uk

## T-34 REFUNDS & EXCHANGES POLICY

Thank you for your order with T-34. We hope that you are happy with the item(s) that you have ordered from us. However if you are not fully satisfied with your purchase we will gladly exchange it or refund the purchase price.

Please return the item(s) in unused, unwashed and re-saleable condition. Please also return this completed Returns Form to the address on the postage label (seen on the right) within 14 days of delivery to enable us to process your return quickly and easily.

We cannot accept liability for any item(s) lost or damaged during transit. You are advised to wrap the item(s) carefully to avoid damage. You are also advised to return any item(s) by recorded delivery, registered post or by courier. Proof of postage will not be accepted as proof of delivery.

Exchanges will be processed and sent out within three working days of receipt of the returned goods (subject to stock availability). When a refund has been requested, orders paid by credit or debit card from any of our websites will be refunded directly to the card used. Orders paid via PayPal will be refunded to the PayPal account used when making the purchase. Orders placed by other means will be refunded by cheque. These refunds will be made within 14 days of return of goods.

Please note we cannot refund or exchange items that have been personalised unless they are faulty.

**COMPLETE FORM, PUT INSIDE PACKAGE**

**1**

**ATTACH SECURELY TO OUTSIDE PACKAGE**

**2**

# T-34



FAO Kelly (T34 Ltd)  
Catshill Post Office  
133 Golden Cross Lane  
Catshill  
Bromsgrove B61 0LA

Order No. \_\_\_\_\_

**Return Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ADDRESS DETAILS FOR REPLACEMENT/REFUND

ORDER ID: \_\_\_\_\_ ORDER DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TEL: \_\_\_\_\_

### REASON CODE

- A** TOO LARGE/TOO SMALL
- B** WRONG ITEM ORDERED
- C** WRONG ITEM RECEIVED
- D** FAULTY/DAMAGED
- E** OTHER, PLEASE SPECIFY

### ACTION CODE

- 1** EXCHANGE
- 2** REFUND
- 3** CONTACT TO DISCUSS

### DETAILS OF RETURNED GOODS

RETURNED ITEM	COLOUR	SIZE	REASON CODE	ACTION CODE	REPLACEMENT ITEM	SIZE

### ADDITIONAL COMMENTS

\_\_\_\_\_  
\_\_\_\_\_