GRAHAM AND GREEN

CUSTOMER SERVICES CONTACT
TELEPHONE: 01225 418 200
EMAIL: mailorder@grahamandgreen.co.uk

RETURN ADDRESS
GRAHAM AND GREEN RETURNS,
UNIT 9 KENNET WAY,
CANAL ROAD INDUSTRIAL ESTATE,
TROWBRIDGE, BA14 8RN

We want you to be thrilled with every item you receive, but we understand that there are occasions when you may want to return an item. Please return your item(s) to us in their original packaging and condition within 14 days for a full refund, excluding applicable delivery fees. If an item is damaged or faulty, please contact our Customer Service team before returning. To register your return, please fill out the information below and enclose the form with your return or contact our Customer Service team.

RETURN OPTIONS

HOME ACCESSORIES	DPD Pick-Up Shop	DPD Home Collection	FEDEX Drop-off	FEDEX Home Collection
Up to: 60cm x 60cm x 60cm | 20kg	£5.95	£14.95	£5.95	£14.95
Up to: 100cm x 100cm x 100cm | 30kg	X	£14.95	£5.95	£14.95
No sides larger than 150cm | 30kg	X	X	X	£14.95

FURNITURE	We will always aim to arrange returns for furniture in the same way they were delivered.	
SINGLE SMALL FURNITURE e.g. Bedside Table, Mirror, Rug.		£30
LARGE FURNITURE: e.g. Chest of Drawers, Armchairs, Coffee Tables, Cabinets, multiple Small Furniture items		£55
XL FURNITURE: e.g. Wardrobes, Dining tables, Beds, Sofas, Kitchen Islands, multiple Large Furniture items		£85

For more information about your return options, please visit **www.grahamandgreen.co.uk/info/returns**
Price and information is correct at the time of going to print, but may change without notice.

YOUR DETAILS

ORDER №	CUSTOMER №	FULL NAME	POSTCODE	TELEPHONE №

PRODUCT CODE	DESCRIPTION	QUANTITY	REASON CODE*	REFUND OR EXCHANGE?**	EXTRA COMMENTS e.g. Exchange product code

*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
K - Other (please comment)

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

YOUR ORDER WAS PACKED BY:	