



CUSTOMER RETURNS FORM

From:	To: Customer Returns Luxury Flooring Unit 5, Brighton Distribution Centre Howden YO8 6DJ	
Order Number:	Date of Collection:	
Delivery company used:		
Item Description:	Quantity:	Reason for Return:

Customer Signature: _____

Date: _____

Important things to remember when returning items to us:

- You have 30 days from the date of delivery to return any goods.
- All goods returned must be in the original manufacturer's box, unopened and seal intact. The condition of the boxes must be deemed as resalable, i.e., no outer damage or marks.
- Please ensure each pack is bubble wrapped to protect the manufacturer's box from dirt and damage during transit.
- Any goods returned that on receipt by Luxury Flooring are deemed to not be in a resalable condition will not be refunded.
- It is the customer's responsibility to arrange and cover the cost of the return of any goods. We bear **no responsibility for fees** incurred when returning goods to us.
- It is the customer's responsibility to ensure the return has the original order reference the goods relate to on the courier label. No goods will be refunded without this.
- Returns must be received between **8am and 5pm, Monday – Friday**. The Warehouse is closed on weekends.

WAREHOUSE USE ONLY – PROOF OF RETURN FOR GOODS RETURNED IN PERSON

Date Received:	Received by:
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