

# RETURNS FORM

- Please complete this form in full so we can process your refund as quickly as possible.
- Your Web Order Reference was emailed to you when you first placed the order & is also on the sales invoice document you received with your goods. Your Web Order Reference is prefixed with WEB or SO followed by 7 digits (e.g. WEB9991111), your Order ID is 6 digits. Please include both the WEB reference and the Order ID to help identify your order

Returns address:

**Terrys Fabrics  
Returns Processing**  
 Unit 6-8 Winpenny Road  
 Parkhouse Ind. Est. East  
 Newcastle-under-Lyme  
 Staffordshire  
 ST5 7RH

Full Name	Web Order Reference	Order ID	Email Address
	WEB-	T-	

## Return Codes

- |                                    |  |
|------------------------------------|--|
| ❶ Wrong size option                | ❺ Some other manufacturing fault or quality issue      |
| ❷ Wrong colour, fabric or material | ❻ Item damaged in transit (packaging is damaged)       |
| ❸ Wrong item received              | ❼ Item is damaged (but no sign of damage to packaging) |
| ❹ I have changed my mind           |  |

## Returned Items

Product	Qty	Return Code

## Please include:

- ✓ Returns Form
- ✓ Parcel your item ready for postage - make sure you include the original packaging
- ✓ Mark the Terrys Fabrics Returns Processing address clearly on the side of the parcel
- ✓ Purchase and attach your carrier label
- ✓ Drop off/ await collection as your carrier has instructed

**All done!**

### FURTHER INFO...

**PLEASE ENSURE THAT YOU ENCLOSE ALL ORIGINAL PACKAGING WITH YOUR RETURN**