

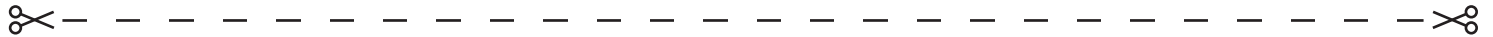


RETURNS & EXCHANGES

All of our products are designed and handmade with great care and, of course, we want you to be delighted with your purchase. If you are not, please refer to our Terms & Conditions and follow the most suitable procedure. Any returns must be sent to the postal address at the bottom of this page. Please complete this form and enclose it with your return merchandise. For your own protection you are strongly advised to obtain proof of posting or a shipping certificate from a courier, when returning goods, whatever the reason for the return. Goods that are returned to us but are lost during shipping remain your responsibility. A proof of posting will assist you in tracking any shipment which is reported as lost, damaged, mislaid or otherwise undelivered/undeliverable.

We regret that we are unable to issue refunds and exchanges for the following:

- Used or damaged goods if signed for
- Postage & packaging costs
- Intimate items - Lingerie
- Certain made to order items - Lampshades, Tiles, Chairs
- Bespoke items that have been customised to suit your specific requirements



RETURNS NOTE

Customer Name:

Order No.:

Order Received Date:

Date Returned:

Item Description	Quantity	Reason	Reason For Return <i>(please choose the appropriate returns code)</i>
			01 Not as described 02 Changed mind 03 Quality not as expected 04 Ordered more than needed 05 Received damaged 06 Wrong item sent 07 Returning a gift 08 Other