Claybrook.

RETURNS FORM

Please email your return request to enquiries@claybrookstudio.co.uk. Next complete this form and return with the goods to the following address*: **CLAYBROOK, BEAUMONT CLOSE, BANBURY, OXFORDSHIRE, OX16 1TG.**

DATE _____

ORDER NO. _____

NAME _____

ADDRESS _____

_____

_____

_____

POSTCODE _____

CONTACT PHONE NO. _____

EMAIL _____

SUMMARY RETURNS INFORMATION

For Consumer Sales customers only as defined in our Terms and Conditions

Damages / incorrect Delivery?
If you receive damaged or incorrect goods you will need to inform us within 5 working days of delivery. We will then either refund you or send replacements as soon as we can.

Change of mind/too many tiles?
Don't worry, you have the right to cancel your order within 14 working days beginning the day after you receive the goods.

In addition to your right to cancel within 14 days you can also return full boxes of the same tiles, bathrooms or unopened paint within 60 days of the date of delivery.

You will need to arrange to return the goods at your own expense, and in the original packaging, to our warehouse In Oxfordshire*.

We reserve the right at our sole descretion to charge cancellation, restocking or collection fees on the return of the Goods.

* **Paint orders** - Unopened paint tins should be returned to the following address: Claybrook, 51-53 Churchill Way, Lomeshaye Industrial Estate, Nelson, BB9 6RT

Refunds will be made within 14 working days of receipt of the goods at our warehouse.

Our full returns policy can be found online at www.claybrookstudio.co.uk/delivery-and-returns

PRODUCT NAME	QTY RETURNED	REASON FOR RETURN

INTERNAL USE
DATE RECEIVED
NOTES