

www.designessentials.co.uk Customer Returns Form

Please complete and enclose with goods to:

Returns Dept

http://www.designessentials.org.uk 10 Market Row , Saffron Walden CB10 1HB

Telephone: 07813 840402

Please email wendy@designessentials.org.uk for an advice note number

Advice Note Number _____

Name _____

Address _____

Tel _____

Email _____

Product Codes and description of goods

Please state the reason for return

Date Goods Received _____ Date Goods Returned _____

Received By (for Design Essentials Packs only) _____

Date of receipt (for Design Essentials Packs only) _____

Our returns policy: At Design Essentials we want you to be happy with your order. Our no quibble guarantee means that if for any reason you are unhappy with the items you have purchased just return them to us in their original condition and original packaging within 14 days and we will replace them or issue a full refund less any initial carriage charge.

Returning of items is the responsibility of the customer who is liable for the cost of returns and must first obtain authorisation to return goods from our sales team. Providing the goods are in a re-usable condition, a refund will be given less any initial carriage charge. If the goods are faulty or it is our fault you have to return them we will of course refund the cost of the goods and any carriage charged to and from the delivery destination.

Under the [Distance Selling Regulations](#), if you buy online or by phone, your consumer rights entitle you to a full refund if you request one in writing within 7 working days of receipt. This includes any delivery charge, but excludes the products listed as exceptions below. N.B. Trade account orders are B2B transactions and do not fall under the [Distance Selling Regulations](#).

Non-stock items, which have been specially ordered, may have to be sent back to the manufacturer for inspection and report. Carriage charges and any re-stocking charges will be deducted from the total refund value. Fabricated goods cannot be returned unless proved to be faulty

