

County Online Goods Return Form

Important Notice: Please ensure you email sales@countyonline.co.uk before you return any item. – If you wish to return anything bought from us within 30 days of delivery, we'll be happy to refund or exchange a product providing it is in fully resalable condition (exclusions apply). The product must be in its original, undamaged packaging. If the product returned is not in fully resalable condition or the packaging is damaged, we reserve the right to refuse refund on the item or deduct up to 25% of the original selling price from the refund amount. This condition does not affect your statutory rights when goods are faulty. We can arrange a collection for you however, a fee will be chargeable before the collection is made.

Original Order Number (#): _____ Name: _____
Return Date: _____ Tel: _____ Email: _____

Quantity	Product Description	Reason Number	Exchange or Refund	Product Required

Reason Number:

- | | | |
|---------------------------|-----------------------------------|-------------------------------|
| 1. Wrong Product Received | 4. Duplicate Order | 7. Incorrect Item Ordered |
| 2. Purchased Elsewhere | 5. Products Defective | 8. Incorrect Quantity Ordered |
| 3. Damaged in Shipping | 6. Product Different from Website | 9. Wrong Quantity Ordered |

Important

Return Address: Please contact sales@countyonline.co.uk to confirm return address.

Please include this completed form with the items you are returning. Please also ensure to keep your proof of posting/proof of return until you are refunded.