

Returns Form

We hope you are pleased with your order, but for any reason if you would like to exchange or return your item for a refund; please follow the simple steps below. Without this information there will be a delay in processing any return.

Items without any fault can only be exchanged or refunded, if they are returned in their original condition & packaging, within 28 days from delivery. Please do not remove any packaging from items when possible, please repack the items in their original boxes. Please note that post and repackaging costs are non-refundable at your expense.

In the event of an item being faulty, it is essential that you provide us with a clear indication of the fault. In all cases, we advise that items are returned by recorded delivery and that you should retain proof of postage. Please allow 7 days for your return to be processed, we will contact you when we process your return. Should you have any questions, please contact us.

To help assist us deal with your return, please fill in the details below, print out and return this form with your item to the address below:

Name		Address	
Purchased from			
Ebay user name			
Order Number			
Date of Purchase			
Email address			
Tel number			

	Reason code	Item Description	Quantity	Purchase Value	Total
1. Not suitable 2. Changed mind 3. Arrived too late 4. Wrong item delivered 5. Exchange 6. Item faulty					
Please give detailed fault description and any other comments					

If you would like to exchange an item, please provide the details below. Please note that any difference in value between the original purchase and the exchange value must be settled in full before any exchange will be despatched.

Item Description	Item Reference	Quantity	Price	Total

PLEASE PRINT AND RETURN THE COMPLETED RETURNED FORM WITH YOUR ITEM. PLEASE ALLOW UP TO 7 DAYS FOR YOUR RETURNED TO BE PROCESSED AND DO CONTACT US IF YOU HAVE ANY QUERY.

RETURNS & EXCHANGES DEPARTMENT, UKET LIMITED, POBOX 326, MANCHESTER, ENGLAND, M28 2YW

<http://www.uket.co.uk>