



ASPINAL of LONDON

RETURNS AUTHORISATION FORM

IMPORTANT: Please ensure that you have a returns authorisation code before completing this form. Without a returns authorisation code we cannot process your return. If you do not have a returns authorisation code, please contact our Customer Services team on 01428 648180.

If you are not entirely satisfied with your purchase you may return it within 30 days of dispatch for an exchange or refund. If in the unlikely event your product has arrived faulty in any way, please contact customer services immediately.

Apart from phone covers and cases, all items are covered under a one year warranty from the day of receipt for any manufacturing faults. Our phone cases are covered under the same warranty for a period of six months.

Purchases made from all of our concessions and franchises (Selfridges, Harrods, House of Fraser and John Lewis), must be returned to the host store. Please ensure that the returned goods are in perfect condition as we cannot accept products back used or scratched, blemished or personalised.

Please fill in all the information required in CAPITAL LETTERS and return this note with the product to the address at the bottom of the page.

Order Number: SO <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> WEBS <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	AUTH CODE: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Date: _____	
CONTACT DETAILS	
Name: _____	
Address: _____	
Postcode: _____	
Telephone Number: _____	Mobile number: _____
RETURNED PRODUCT DETAILS (If you have more than two products you wish to exchange please continue on the next page)	
Product code: <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Exchange <input type="checkbox"/> Refund <input type="checkbox"/>
Product code: <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Exchange <input type="checkbox"/> Refund <input type="checkbox"/>
Reasons for return: Too big <input type="checkbox"/> Too small <input type="checkbox"/> Dislike colour <input type="checkbox"/> Dislike design <input type="checkbox"/> Personalisation error <input type="checkbox"/>	
Faulty <input type="checkbox"/> Wrong item delivered <input type="checkbox"/> Wrong item ordered <input type="checkbox"/> Returned for personalisation <input type="checkbox"/> Not as advertised <input type="checkbox"/>	
Further comments _____	
EXCHANGE - If you are exchanging, please enter new product details here	
Product one code (new product): <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Colour/Description: _____
Product two code (new product): <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Colour/Description: _____
DELIVERY DETAILS	
Recipient name: _____	
Delivery address: _____	
Postcode: _____	
Telephone Number: _____	Mobile number: _____
<p>For sale items purchased online, please inform Customer Services within seven working days of receipt of goods that you wish to return for a refund and return it within 14 days.</p> <p>We do not accept returns for exchange or credit on any Sale items after 14 days.</p> <p>If the exchange item is higher in value than the returned item, we will call you to take your card details.</p>	



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RETURNS NOTE

PLEASE ENTER ANY FURTHER NOTES HERE
