

SMITH & CANOVA

Returns Form

How To Complete Your Return

1. Add your Contact Details
2. Add your Order Reference or Invoice Number
3. Add the reference codes for the item(s) you wish to return
4. Fill in the Quantity and the Return Reason with a code, and add any Extra Info if you wish
5. Post this sheet with the item(s) to your return address below
6. We will contact you once we receive your package and have checked the item(s)

1. Contact Details

Email:

Phone:

2. Order Ref / Inv

Ref:

3-4. Item(s) Details

Item	Reference	QTY	Return Reason	Extra Info
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____



5. Return Address

Returns Department - Smith & Canova
Unit A
Oaktree Business Park
Limewood Court
Leeds
LS14 1NF
UK

4. Return Reason Codes

- 01 - Different to picture
- 02 - Did not arrive in time
- 03 - Item is damaged / faulty
- 04 - Quality not as expected
- 05 - Item too Small
- 06 - Item too Big
- 07 - Unwanted
- 08 - Other (please add Extra Info)

All items new and unused can be returned within 14 days of receipt of products. Faulty or damaged items may be returned after the initial 14 days up to a period of six months. For more information on our returns policy please see: www.smithandcanova.co.uk/returns