

Chalfont Online Gifts & Gadgets Returns

Please make sure that you have contacted us first for a returns number. **Returns cannot be processed without this number.** This form is to be included with your item for return.

Please complete as much information as you can, paying special attention to the Note comments below.

Returns Number	
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Name		Invoice Number	
Address		Date of Order	

Reason for Return	Tick One	Note
Unwanted Item		Items will only be accepted for return to us in "AS New" condition. Item(s) must be received by us and unused/unopened within 30 days of the order being placed. Please use a signed for delivery service with insurance as you are responsible for ensuring that the goods are returned to us in good order.
Faulty Item <i>(within 30 days of order)</i>		We will test your product on receipt and either replace or repair at our cost. If however the item is found to be not faulty, we will contact you to arrange payment for the return of the goods to you.
Faulty item <i>(within manufacturers guarantee)</i>		Please make sure that you contact us in this case, as goods may have to be returned direct to the manufacturer for repair or replacement. Please await confirmation from us as to the process to use.
Damaged Goods		If you receive a damaged parcel from us, please inform us within three days , via email, that the parcel has been damaged. We are unable to claim from our couriers after three days, and unfortunately will be unable to accept a return after this period. If a parcel looks to have been damaged in transit, please sign for the goods as damaged, and contact us via email.
Incorrect Item Received		Please email us to advise us. Please can you tell us what you have received, any codes or part numbers on the package, and what it was that you were expecting. Please do not open the incorrect goods. Please inform us within three days of receipt.

<p>Description of Fault / Reason for Return. Please provide as much information as you can.</p>
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Returns Terms and Conditions

1. Any costs incurred in returning product to Chalfont Online Gifts & Gadgets are your responsibility unless we have shipped an incorrect item to you or an item is found to be faulty within 30 days of the order being placed.
2. Please return items to us using a signed for delivery service such as Royal Mail recorded delivery, or Royal Mail small parcel service. Please ensure that there is sufficient insurance to cover the cost of the item. Where an incorrect item has been sent to you, or a product has failed in the first 30 days and we have agreed to refund postage, we will only refund the cost of the cheapest form of signed for postage with insurance.
3. Warranty will be void unless returned to us in suitable packaging.
4. Failure to detail the fault description will result in the request being rejected. Just writing "Faulty" will not be accepted.
5. Returned goods will only be refunded if they cannot be repaired or replaced by a similar product.
6. All products will be inspected for damage, in the case of a credit; no credit will be given for damaged or used goods.
7. "No Fault Found" goods will be returned at your cost.

Customers Signature :

Date: