

MULBERRY BUSH RETURNS FORM



We hope you'll be 100% delighted with your purchase. However, if for any reason you are not satisfied you're welcome to return your item(s). For full details of our Returns Policy and an explanation of how to return your item(s) please see our website: www.mulberrybush.co.uk/returns

Please note:

- Items must be returned unused in their original packaging, and in a resaleable condition.
- Returns are not permitted for any of the following unless the goods are faulty: Personalised goods or goods that have been assembled/part-assembled

Please complete the form below to help us process your return

1: Your Details

Order No. _____ Name _____
Address _____
_____ Postcode _____
Email _____ Telephone No. _____

2: What are you returning & why? Please tell us whether you'd like a refund or a replacement

Product Code & Description	Qty Returned	Reason Code	Refund/Replace*
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

A - Product arrived damaged	E - Missing part of product	I - No longer wanted
B - Faulty product	F - Received wrong item	J - Other (please specify)
C - Poor quality of product	G - Delivery late	
D - Delivered to wrong address	H - Not like picture/description	

*Looking for an exchange? We'll post you out the new item with Free Delivery. See www.mulberrybush.co.uk/returns for details.

Step 3: Pack up your goods and return them to us:

- Pack everything up carefully and securely in suitable outer packaging (eg box or brown paper) so as not to damage the product packaging.
- Remember to include this form to help us process your return.
- Take your parcel to your local Post Office. We recommend obtaining proof of postage.
- Give us a call (01403 790796) or email us (sales@mulberrybush.co.uk) if you have any questions