

# KATIE CARDEW

## RETURNS FORM

A – Damaged | B – Duplicate | C – Not what I expected

ORDER NUMBER: (found on your confirmation email)	
Your name:	
Item 1:	
Reason for return:	
Item 2:	
Reason for return:	
Item 3:	
Reason for return:	
Item 4:	
Reason for return:	

### DAMAGED ITEMS:

Please note that if an item is damaged on arrival, please send a photo of the damage to [customerservices@katiecardew.com](mailto:customerservices@katiecardew.com) along with your order number. We only accept liability for damages in transit therefore we need photographic evidence within 2 days from receipt of damaged item. If we agree that the item is damaged, we will replace and post the item free of charge. If the item is out of stock, we will refund the item.

### DUPLICATE OR NOT WHAT I EXPECTED:

If you would like to swap items or you accidentally ordered a duplicate, please fill in this sheet and post your item/s back to us. Please make sure you re-package the item either in the packaging it came in or a suitable replacement. We recommend a tracked and signed service.

Once we have received the items, we will notify you and re-fund the item (minus the original delivery cost). If you would like to swap the items, please re-order the item on our website.

\*PLEASE NOTE WE ARE UNABLE TO ACCEPT RETURNS FOR **PERSONALISED** ITEMS EXCEPT WHERE DAMAGES HAVE OCCURRED IN TRANSIT.

*RETURNS ADDRESS:* Pacwolf c/o CS Ellis Group, Warehouse 5b, Wireless Hill Industrial Estate, South Luffenham, Nr Oakham, Rutland, LE15 8NF