

Want to return or exchange an item?

Please complete the below form and return it with your items using the pre-printed returns label attached.

Postal charges for exchanges and refunds are at the cost of the customer and we recommend you use Royal Mail registered post. If you are returning your complete order for a refund and your items meet our returns policy standards we will refund you the initial cost of postage from your order.

If you have requested an exchange or replacement we will contact you via email once your request has been processed and dispatched. If you have requested a refund, we will refund your original payment method (i.e. credit card or PayPal) and will contact you via email once your refund has been processed. Please allow up to 5 working days for any funds to appear in your account once you have received confirmation.

Before returning items for an exchange or refund please make sure you have read our full returns policy which can be found on the returns page of our website.

FILLED IN BY CUSTOMER			
Forms missing any information or incorrectly completed will not be processed			
Order Number:		Full Name:	
Email:		Telephone:	
Item Description	Quantity Returned	Return Code	Comments / Size Required

Reason for Return Code: A – Exchange (please provide new size required), B – Return, C – Item is Faulty, D – Other (please specify)



<p>Customer Returns Order No.</p> <p>Black Mountain Embroidery Solutions JS Carpets (second floor) Millpond Street Ross-on-Wye HR9 7AP</p>	<p>Postage Required</p>
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