

Thank you for placing your order with **Prezzybox.com**. We hope that you are happy with your purchase. At Prezzybox.com we are determined to go to every length to ensure that you are a happy customer. If you wish to return a product, please follow these three simple steps:

1. Email using the contact form at <http://www.prezzybox.com/about/returns.aspx> or telephone us on **0844 2495 007** to request a Returns Authorisation Code.
2. Complete the returns form below so that we can process your return correctly.
3. Put your item(s) into a protective box or other suitable protective packaging and post to the returns address below. Don't forget to enclose the returns form!

Customer Name: Order No:

Returns Authorisation Code:

Please note: If you return your item without the Returns Authorisation Code then the processing of your return may be delayed.

<small>office use only</small>						
Product Name	Qty	*Return Code	**Action Required	Details (nature of fault / exchange details)	F	R

* Return Code: **A** = Faulty, **B** = Unwanted, **C** = Wrong Item

** Action Required: **D** = Replace, **E** = Refund

Unwanted items must be returned in a resalable condition for a refund to be processed. It is only when we receive the item(s) in their original state and packaging that we will refund the necessary purchase price. Return postage will not be refunded for unwanted items although a reasonable amount of postage will be refunded for faulty items or wrong products. We do advise that you obtain a free certificate of postage from the Post Office as we do not accept responsibility for items lost in the post.

I accept Prezzybox.com's terms and conditions. Full terms and conditions can be viewed at <http://www.prezzybox.com/about/returns.aspx>. This does not affect your statutory rights.

Customer Signature: Date:

Prezzybox Returns
Net Lynk Ltd
1 First Avenue
Maybrook Industrial Estate
Minworth
Birmingham
B76 1BA

Office Use Only

PC: Checked by: Date: