

UNFORGETTABLE MOMENTS

RETURNS FORM

T01388 778942 | www.unforgettablemoments.co.uk

Name:	
Order Number:	
Contact Number:	
Date:	

Returned For (Refund/Exchange)	
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Items Returned	
Items you require as an exchange	

Reason For Return	
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Re delivery Address	
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If an item purchased from Unforgettable Moments is unsuitable or does not fit it can be returned for a refund or exchange. You have 14 days from the despatch date to return the item, which must be returned in its original condition with original packaging. You are responsible for the return postage charge.

When an item is to be exchanged you will be charged for the postage of the replacement item. Where there is a price difference between the items we will call you to take your card details to either credit your account or to take extra payment.

When exchanging an item that is ordered in error by the customer we request that the customer includes a cheque for the amount of £5.00 for the return postage of the exchanged item. If this is not included we cannot ship the exchange out. (Please make cheques payable to Unforgettable Moments)

Please send all returns to the following address: **Unforgettable Moments, PO Box 270, Shildon, DL14 4FH**