

We hope you are happy with your purchase however; should you wish to return it for whatever reason, please follow the procedure below:

Contact us via either email or telephone to inform us of your intention to return a product and to request a returns code.

Please complete this form in BLOCK CAPITALS and return it, with your goods to the following address:

**Luggage2go, The Luggage Cabin, 28-30 Station Road,
Scholar Green, Stoke-on-Trent. ST7 3HJ.**

Name: _____

Returns Code: _____

Order ID: _____

Date of Order: _____

Tel: _____

Email: _____

Address: _____

Postcode: _____

Please also ensure a copy of the original sales receipt (we advise that you retain a copy for your own records) is enclosed and that your returns code is clearly displayed on the outside of the packaging and on all relevant paperwork.

THINGS TO REMEMBER:

Goods can be exchanged / refunded within 14 days of delivery provided they have not been used and are in a saleable condition complete with original packaging, manufacturer's labels/swing tickets.

Returns cannot be accepted without prior knowledge and lacking the correct returns code.

Returns Codes are only valid for 7 days, once expired a new code will need to be requested for any items unreturned within this 7 day period

The cost of return postage and appropriate insurance is the customer's sole responsibility and we cannot be held responsible for items lost/damaged in transit. (We strongly recommend using a 'signed for' and tracked delivery service).

Where delivery/postage charges have been incurred, we cannot include this in any refunds given.

All damages & Shortages must be notified within 24 hours of receipt.

All guarantees offered are by the individual manufacturers against defects in workmanship. Please refer to the product tags for details. These guarantees do not cover normal wear and tear or damage and neglect caused by mishandling in transit by a common carrier.

Item(s) Returning

Product Details:			Reason for Return (Please Tick One)			
Product Code:	Product Name:	Colour	Not Liked	Too Small	Too Large	Other (Please Specify)

Signature: _____

In order for your refund/exchange to be processed as quickly as possible, please ensure you follow this procedure. If you have any queries please do not hesitate to contact us.

Office Use Only: _____