

# Returns Form

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**Please follow the instructions below:**

1. Print out this form and complete all information below. If possible, photocopy this document once complete and retain one copy
2. Ensure the item(s) you are returning are unopened and in any original packaging unless faulty. Returned goods must have all tags still attached and any associated documentation present otherwise we may not be able to accept the goods for return. Unwanted goods need to be in a resalable condition.
3. Package your items securely and include this form in the packaging with your returned items
4. Label your package. You can either use the label at the bottom of this document or hand-write the address on a label and securely attach it to the parcel. The package must clearly include the phrase "RETURNED ITEM(S)" or it will not be accepted at our sorting facility. In this case a refund or replacement cannot be made.
5. Please DO NOT mark or affix the returns label to the original manufacturer's container. Labels should only be affixed to the mailing box/bag. Refunds will not be issued in this case.
6. We recommend that you obtain proof of postage from your Post Office before sending any items back to us

**PLEASE NOTE THAT WE CANNOT PROCESS ANY RETURNS THAT HAVE NOT FOLLOWED THIS PROCEDURE.**

Name	
Contact number	
Email address	
Returns Authorisation Number	
Order Number	

**Choose REASON for returning items:** (please place an "x" in the relevant box)

Unwanted	<input type="checkbox"/>	Incorrect item	<input type="checkbox"/>	Damaged	<input type="checkbox"/>	Faulty	<input type="checkbox"/>
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If Faulty, please describe details of the fault

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**List the ITEMS to be returned below:**

Product Description	Qty	Refund / Replacement Required

Returns Authorisation Number .....

## RETURNS DEPARTMENT

The Hut Group  
Stretton Green Distribution Centre  
Langford Way  
Appleton  
Warrington  
WA4 4TQ

OFFICIAL USE: Returned UK Goods

Please use CPC61 23F01 – evidence enclosed

Either cut out this label and attach securely to your parcel or hand-write the information above. Please ensure you include your returns authorisation number on both your package and documentation inside the parcel