



FINE ENGLISH FABRIC

Alice Caroline Returns Form

ORDER NUMBER		Return to: Alice Caroline Ltd Darkes Barn West Conderton Tewkesbury GL20 7PP United Kingdom
YOUR NAME		
YOUR ADDRESS		

About returns

You can return any items except samples that you have bought from us within 28 days of receiving your order. Items must be in their original condition.

- Please contact us via orders@alicecaroline.co.uk with your order number, to tell us you are returning something.
- Complete this form and print it, and include it in your parcel; OR, if you cannot print at home, fill in the form, save it, and attach it to your email to us. Then write your order number on your parcel.
- Pack your item(s) securely, preferably in the original packaging.
- Send the parcel.
- Obtain proof of posting.
- **NON-UK CUSTOMERS ONLY:** On your customs form (CN22 or CN23), please write:
 - “Returned Goods (fabric)” – or “(sewing kit/cosmetic bag/etc)”. depending on your items being returned – in the Description section
 - “No commercial value” – with value as 0.00 in the Value box
 - Tick the Returned Goods box in the Contents/Category of item section

Once we receive and process your parcel, the refund will be made to your original payment source within 7 days of receipt.

If you are returning goods due to a product fault or error on our part, then we will refund the price of the goods plus all postage costs. If you are returning goods for another reason then the refund will only cover the cost of the goods, not the postage.

Item(s) being returned

PRODUCT OR PRINT NAME	METRES/QUANTITY	REASON FOR RETURN