

MERCHANT'S HEART

We're sorry that you no longer wish to keep the item you ordered from the Merchant's Heart website.

Merchant's Heart will happily refund you for this item, as long as the product is returned in the same condition as when we sent it, and you return it within 30 days of the delivery date.

Pack the products you want to return in a box (you can use the same box we delivered in, as long as it's in suitable condition) along with this completed returns form, and clearly label it with the following address:

Merchant's Heart Online Store
Wincanton, Golf Club Lane,
Gloucester Business Park,
Gloucester, GL3 4AJ

Refunds will be issued to the credit / debit card you used to purchase from, provided the product is returned to us in the same condition as it was sent to you.

If you have any questions, call our Consumer Care team on 0800 096 3666 and we'll be happy to help.

For terms and conditions, please visit www.merchantsheart.com/shop/returns/

Thank you for shopping with Merchant's Heart.

Date Recieved: _____

QC: _____

Quantity: _____

CCC: _____

Ref: _____

Comments: _____

RETURNS FORM

CUSTOMER DETAILS

Date

Name

Address

Post Code

Contact number

PRODUCT YOU WISH TO RETURN

Order Number

Product

Reasons for return:

Condition or product:

Unopened / Opened but product unused / Product partially used (please circle)

Any other comments: