

**BILLING ADDRESS**

Name: .....

Telephone: .....

Email: .....

Address: .....

Postcode: .....

**ORDER NUMBER:** .....

**RECEIVE YOUR REFUND FASTER BY RETURNING TO ANY OF OUR STORES.**

To return your goods, please follow the instructions below:

- Complete Parts 1 and 2 and indicate your reason for the return using the key below.
- Detach Part 1 and enclose it within your parcel. Part 2 is your receipt.
- Repackage the goods into the original packaging, attach the address label in Part 3 to the outside of the parcel and return to the address shown.

**PART 1** Please complete this section and enclose it in your parcel.

Quantity	Product Reference	Return description	Reason Code*
1	180345	Does not turn off at boil	H

**\*PLEASE GIVE YOUR REASON(S) FOR RETURNING EACH ITEM, USING THE KEY:**

- |                            |                           |  |
|----------------------------|---------------------------|--|
| <b>A.</b> Unwanted         | <b>D.</b> Not as expected | <b>G.</b> Faulty ( <i>not working from new</i> )       |
| <b>B.</b> Incorrect item   | <b>E.</b> Damaged         | <b>H.</b> Faulty ( <i>developed fault during use</i> ) |
| <b>C.</b> Arrived too late | <b>F.</b> Missing Parts   | <b>I.</b> Other ( <i>Please specify</i> )              |

Signature: .....

Date: .....



**PART 2** Please keep this part for your records and ensure that you obtain a proof of postage from the post office.

Quantity	Product Reference	Description

**PART 3** Return to label

Except in cases of faulty goods, the initial postage and packaging charge, as well as any return postage cost incurred is non-refundable unless informed otherwise.

Goods are your responsibility until they reach our warehouse, so please ensure that you package them well to prevent any damage in shipping.

**Robert Dyas Distribution Centre  
Swallowdale Lane  
Hemel Hempstead  
Hertfordshire  
HP2 7EU**