

# RETURNS FORM



Dear Customer,

Thank you for your order. We have done our utmost to fulfil your requirements. However, if you need to return any goods, please complete this returns form and send it together with the goods to the following address using the free returns label:

**engelbert strauss Ltd.**  
 1 Apollo Rise  
 Farnborough, Southwood  
 GU14 0GT

If you have any questions, please call us on **01252 600 225**. Or email us at [sales@engelbert-strauss.co.uk](mailto:sales@engelbert-strauss.co.uk).

**Sender:**

**Customer-No.**

**Order-No.**

**I AM RETURNING:**

Product description	Item number	Size	Quantity	Reason

**PLEASE EXCHANGE WITH:**

Product description	Item number	Size	Quantity

**Reason for return:**

<b>Sample Order</b>		19
<b>Complete Fit</b>	<b>too big</b>	<b>to small</b>
	11	12
<b>I don't like the item</b>		
Material		13
Cut		14
Colour / Pattern		15
<b>Quality</b>		
Faulty / damaged		16
Description of fault:		
<b>Delivery</b>		
Delivered too late		17
Delivered incorrectly		18

The following cannot be exchanged:

- worn and washed clothing/shoes
- opened packages of technical goods (printer cartridges/calculators)
- personalised items (embroidered/printed goods etc.)

**ADDITIONAL ORDER:**

Product description	Item number	Size	Quantity
1.			
2.			
3.			

**CONTACT PERSON:**

Mrs / Mr: \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Please enclose a cheque / postal order made payable to engelbert strauss Ltd. Or fill in the details below:

Visa
  Mastercard
  Switch
  Delta
  Cheque

Card No.

Security Code

Name on Card \_\_\_\_\_

Card expires  /

Signature \_\_\_\_\_

Date \_\_\_\_\_