



ZeffaOnlineLimited

Your Order Number:

This can be found on your paperwork or on an order confirmation email.

Part A : Returns Form (PLACE THIS FORM INSIDE THE PACKAGING)

Title : _____ First Name : _____ Surname : _____

Address : _____

_____ Postcode : _____

Tel Number : _____ Mobile : _____

Email : _____

PART B : Item(s) to Return

Product Code	Description	Cost	Reason Code	Action Number

Reason Codes

A: Product is faulty (*complete Part D*)
 B: Product is damaged (*complete Part D*)
 C: You have sent me the wrong items
 D: You have sent me a duplicate of my order

E: I ordered the wrong item
 F: I no longer want the product
 Other: _____

Action Numbers

1: Refund
 2: Exchange (*complete Part C*)
 3: Replace
 4: Contact to discuss

PART C : EXCHANGES - Please detail below the item that you would like as a replacement.

PART D : FAULTY OR DAMAGED ITEM - Please provide full details of the fault (*use back of sheet if required*)

IF THE REASON FOR THE RETURN RELATES TO CODE NUMBERS [E - F] THE CUSTOMER IS RESPONSIBLE FOR RETURNING THE ITEM, WE WILL NOT REFUND ANY POSTAGE COSTS. YOU MAY FIND THE RETURNS LABEL ON THE NEXT PAGE HELPFUL. FOR REASON CODES [A-D] WE WILL PROVIDE YOU WITH FURTHER INSTRUCTIONS ON HOW TO RETURN THE PRODUCT TO US.

POSTAGE LABEL

If the goods are Faulty or we have sent the Incorrect items, please contact us first on 01633 483917. This ensures that we can resolve the matter quickly for you.

If you no longer require the items or have simply changed your mind, please complete this form and return the product to us. There is no need to contact us for a returns number.



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Order Number

BUILDING A2, AVONDALE BUSINESS PARK
OFF CALDICOT WAY, CWMBRAN
SOUTH WALES

NP44 1XE

Postage to be paid for by the Customer

Tips for returning items back to us

Ensure the packaging used to return your item is suitable for the size and nature of the product. If we receive an item in unsuitable packaging which has resulted in damage to the original packaging or product we reserve the right to reduce the amount refunded to cover the cost of receiving a product unfit for resale, we may even decide to return the item back to you.

If you are returning a high value product then please consider your method of posting. For example, a tracked parcel which requires a signature will offer you some guarantee that we have received it back to our warehouse. Sending an expensive parcel untracked offers no guarantee and we cannot process a refund if the package is not received.