

Great news - you can return your item for a refund of your purchase price to Carpets Direct (GB) Ltd within 7 days of the despatch date.

## Important stuff...

### Instore Refunds

- Don't forget to bring the credit/debit card you used to pay for the item. If you are unable to provide this, or if you paid by PayPal or an E-voucher then we'll give you store credit.
- If it's an exchange you're after, you don't need the credit card used for the purchase, but you will need the original receipt issued at point of sale.
- If the price of your exchanged item is less than your original item, lucky you - you'll be given a credit note for the difference. If the item is worth more than the original, you'll need to make up the difference.
- If the item has not been returned in a fully re-saleable condition, we reserve the right to refuse a refund.
- If items have been returned because they're faulty, or do not conform to your order, we'll also refund your initial delivery charge.
- When you return an item in-store, we'll process your refund immediately.

### Returns for online purchases

- You can return any item by your chosen carrier or post for a refund within 7 days of the despatch date.
- Please complete the returns note below and send it with your package.
- The only time we will arrange the collection and return of the goods, is if they are found to be damaged or faulty on delivery.
- For damaged items in transit either refuse the delivery at the time of delivery and let us know by e-mail or phone or sign for the goods as "Damaged".
- If the delivery note is signed as "In Good Condition" we ask you to return the goods at your own expense and via your chosen carrier.
- When items have been returned because they are faulty, or do not conform to your order, we will refund your initial delivery charge and reasonable return postage.
- If the damage to a faulty item is deemed to be malicious, we're sorry but we won't be able to issue you with a refund for product, delivery charge or return postage.
- We can't accept liability for goods that get lost or damaged when they are returned. To avoid this, we advise you to ask the courier for proof of sending and ensure you take out adequate insurance on the items.

We process refunds for products received by post within 7 days of receiving them.



# Returns Form

Please complete this form and send with returned items



Date:      Day      Month      Year

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Please inform Customer Services before returning items by emailing [customerservices@carpetsdirect.karoo.co.uk](mailto:customerservices@carpetsdirect.karoo.co.uk)

**Please remember that it is the responsibility of the customer to ensure the goods are packaged for transport. Insufficient packaging resulting in the product being damaged will be the responsibility of the customer.**

Item Description	Return Qty	No of Rolls	Reason Code (see below)

## Reason for return codes

- 1 - Changed my mind
- 2 - Wrong item ordered
- 3 - Wrong item sent
- 4 - Arrived damaged (please explain in comments box)
- 5 - Defective (please explain in comments box)

Comments:

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Billing Name & Address Details:

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ORDER NUMBER: .....

For full list of our Terms & Conditions please visit [www.mrcarpetunderlay.co.uk](http://www.mrcarpetunderlay.co.uk)

## WAREHOUSE USE ONLY

Staff Name: .....

Date:      Day      Month      Year

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In restocking condition?    Yes     No     If not why? .....

Item has minor damage    Yes     No     If yes, was it as described above .....

Item needs part replacing    Yes     No     If yes what .....

**THIS FORM MUST BE RETURNED TO THE CALL CENTRE WHEN COMPLETE**

STOCK <input type="checkbox"/>	REFUND DUE <input type="checkbox"/>	IMAGE <input type="checkbox"/>	RET TO CUSTOMER <input type="checkbox"/>
INSPECTION <input type="checkbox"/>	DISPOSE/SALVAGE <input type="checkbox"/>	SUPPLIER <input type="checkbox"/>	PROCESSED BY: <div style="border: 1px solid black; height: 30px; width: 100%;"></div>