



RETURNS DOCUMENT

We're sorry you're not completely happy with your purchase from SHMOOZ ONLINE.

Please read our Returns Policy at the bottom of page and complete all sections below. If you have any queries please do not hesitate to contact our Customer Care on 01334 473892 or shop@shmooz.co.uk

NAME: _____

ADDRESS: _____

POST CODE: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

WEB ORDER NUMBER: _____

ORDER DATE: _____

PRODUCT CODE: _____

REASON FOR RETURN: _____

EXCHANGE or RETURN (please circle)

EXCHANGE ITEM: _____

EXCHANGE ITEM COLOUR: _____

EXCHANGE ITEM SIZE: _____

SIGNATURE: _____

DATE: _____

All returns to be sent to: SHMOOZ, 191 SOUTH STREET, ST. ANDREWS, KY16 9EE

Products may be returned for exchange or refund within 10 days of order being dispatched on completion of the above Returns Information. The product must be in its original condition and include all original packaging materials and labels attached. We will not accept the return of used or damaged goods. Refunds can only be issued to the original card holder and card. Goods must be adequately sealed in original packaging. We will not be responsible for return packages going missing in post. Please note Royal mail may reject any package that is not adequately wrapped. If you want to exchange goods you are liable for the postage in both directions. If you wish a refund you are liable for the postage to return the goods and the initial fee of £4.00. Faulty returns must be sent back for inspection. If found to have a manufacturing defect you will be offered a refund or exchange including postage.



191 SOUTH STREET, ST. ANDREWS, KY16 9EE