

Customer Returns Form

Company name		Name
Email address		Telephone number
Date of return		Contact at JG
Product code	Quantity	Reason for return

Key Terms & Conditions

- **Returned items must not exceed our maximum stock levels**
- **Returns to be within the 30 days from receipt of delivery**
- **All bespoke items and special finishes cannot be returned**
- Standard re-stocking fee 25%
- Joseph Giles must be notified within 5 working days of all exchanges
- Returns address - 7 Imperial Way, Croydon, Surrey CR0 4RR
- All the above is subject to the items being complete and in a resalable condition

Site address

Order number

Sales order

For internal use only

Returns reference	Further comments
Date received	
Processed by	

JOSEPH GILES

Customer Returns Form

Returns Policy

Items can be returned within a 30-day period providing they meet the following criteria:

Undamaged items must be returned within the 30-day period, if it exceeds this time frame unfortunately we cannot offer a refund or exchange

Items must be adequately packed for shipping, Joseph Giles cannot be held responsible for damage in transit

Returned items must not exceed our maximum stock levels

Our standard handling and re-stocking charge is 25%, however there might be some circumstances where this is subject to change for example, returning high quantities, returning bespoke and non-standard products, in this instance a credit is not available.

All bespoke and special finishes cannot be returned

Damaged items will not be refunded

Can I exchange my goods?

To be eligible for an exchange you must notify Joseph Giles within 5 working days of receiving the order. All exchanges must be authorised accordingly.

My items have arrived damaged or faulty

If you have received a damaged or faulty item, please notify Joseph Giles immediately. This will be verified and actioned accordingly.

How do I return the items?

All items are to be returned in the original packaging wherever possible. Items are not to be packed loose in the box allowing them to knock together in transit.

Items must be returned by a trackable method. Joseph Giles will not refund items damaged in transit.

Any returns coming from outside the UK, need to include the following:

Joseph Giles EORI number GB204318546000

Commodity code 8302.41.1000

County of Origin: **UNITED KINGDOM**

Please also include this declaration:

The exporter of the products covered by this document GB204318546000 declares that, except where otherwise clearly indicated, these products are of UK preferential origin. Croydon UK Joseph Giles LTD

Failure to state the above will result in duties and VAT incurred by Joseph Giles being charged to you.

How do I return my samples?

All samples are to be returned as using this returns method

Where do I return the items?

Returns address - 7 Imperial Way, Croydon, Surrey CR0 4RR

I have followed the returns process, when will I receive my refund?

Please allow up to 14 days to receive your refund. If you are an account customer, a credit note will be issued. If you have paid by Credit, Debit card or bank transfer, this will be refunded back to you accordingly.

JOSEPH GILES