**Burton at Bideford Returns Form**

Thank you for shopping with us.

Need to return or exchange something?

If for any reason you do not wish to keep your item(s), please return it to us in its original condition within 28 days of receipt. We will be happy to exchange it or give you a refund. We cannot o­ffer refunds on pierced jewellery unless damaged or faulty.

Returns by post:

1 Please complete the table with your name, email and order number.

2 Include this form with the item(s) you wish to return or exchange.

3 Send the package to: RETURNS, The Burton at Bideford, Kingsley Road, Bideford, EX39 2QQ

4 Please ensure you obtain a Proof of Postage at the Post Office when you return the item(s). We cannot accept liability for returned goods lost in transit. All returns will processed within 14 days of receipt.

Please note: return postage charges are non-refundable unless your order was faulty or incorrect.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Name (as on your order) | |  | | | | |
| Email address | |  | | | | |
| Order number | |  | | | | |
| Item no. | Product Description | | Quantity returned | Reason Code | Exchange  Y/N | Reasons for return code |
|  |  | |  |  |  | A unwanted gift/item |
|  |  | |  |  |  | B wrong colour/size ordered |
|  |  | |  |  |  | C Faulty |
|  |  | |  |  |  | D Looks different to online image |
|  |  | |  |  |  | E Incorrect item received |
|  |  | |  |  |  | F Arrived too late |
|  |  | |  |  |  | G Parcel Damaged on arrival |
| Additional Comments: | | | | | | H Other (please specify) |

**Returns in store:** Items can be returned in person to the Burton at Bideford, Kingsley Road, Bideford, EX39 2QQ. Remember to bring proof of purchase with you. If you would like further information, please call 01237 471455, or email shop@theburton.org our full terms and conditions are available at https://www.burtonartgallery.co.uk/terms-and-conditions/