

Customer Returns Form

**This form must be completed and sent with the product for us to process your request.**

We will only reimburse the cost of returning goods to us in circumstances where we are at fault or

the item is faulty.

Name:

**Invoice Number**: **Invoice Date**:

**E-Mail address**

**Contact telephone number**

**Product**:

**Description of Fault**:

If your item(s) is sent back to us within 30 days from purchase, you are entitled to a refund. If

you prefer a replacement item please advise us of the product and code number below:

The item(s) should be sent back in their original packaging with all the original accessories that

came in the box and make sure that it is adequately packaged, failure to package securely which results in damage to goods, we reserve the right not to refund . Refunds will only be issued if the items has not been wired in, unless it is faulty.

Please attach a copy of the Invoice and send the package to:

Returns, Switch to Wood,

Unit 4,

Firsland Park Estate,

Henfield Road, Albourne,

Hassocks,

West Sussex,

BN6 9JJ

Switch to Wood will refund to the original payment method used.

Please note: If the above is not completed, your return will not be processed and failure to

contact us within 14 days may result in additional processing costs.