

# RETURNS FORM



Dear Customer

We at Nielsen House aim to give you customer service and a shopping experience second to none. If for what ever reason you are not delighted with your purchase and feel you would like to send your goods back for exchange or refund then please return it unused and in its original packaging within 7 days.

However, please read the following carefully:

- 1 Please complete all the details on the returns form below for each item you are returning including the reason for your return
- 2 Goods must be returned unused and in its original packaging
- 3 You will have to arrange and pay for this (except where the item is faulty). If faulty we will refund the goods and the delivery charge.
- 4 Please include your daytime telephone number and your e-mail address in case of an enquiry
- 5 Please give as many comments as you can, as these are very useful for us to help improve our service
- 6 We can collect from you, but this cost will be deducted from any refund and returned to you through your original method of payment.
- 7 The responsibility for return parcels lost in transit is yours, so you may wish to send them recorded delivery, but we cannot refund this charge.
- 8 Once we have received your returned items, replacement items will be sent to you free of P&P charges.
- 9 To return an item of furniture, re-wrap it in the original packaging, then call us on 01539822433 or 822544 within 7 days and we will collect it by courier.

PLEASE COMPLETE THE INFORMATION BELOW AND SEND THIS FORM WITH YOUR PARCEL TO:

RETURNS DEPARTMENT:

NIELSEN HOUSE, RIVER MILL, STAVELEY MILL YARD, STAVELEY, CUMBRIA, LA8 9LR

TELEPHONE: 01539 822433 OR 822544 FAX: 01539 822544

E-MAIL: RETURNS@NIELSENHOUSE.CO.UK WEBSITE: [www.nielsenhouse.co.uk](http://www.nielsenhouse.co.uk)

PRODUCT CODE	PRODUCT DESCRIPTION	QTY	UNIT PRICE	REASON CODE*

PLEASE STATE YOUR REASON FOR YOUR RETURN IN THE BOX BELOW:

PLEASE NOTE: Allow at least seven working days for your refund to be processed.