

Dear Customer,

Thank you for ordering from Carita House and we hope you like the goods you have ordered. Your order has been packed carefully and checked prior to despatch.

If you have any queries about your order please call us on 01270 627722 – we are open 9.00am to 4.30pm Monday to Friday. Out of office hours please leave a message on our answer phone or email us at action@caritahouse.com

Items out of stock

Any items that are out of stock are shown in the 'To Follow' column on the right hand side of your invoice. We are sorry some of the items were not in stock when you ordered – they are on order at our suppliers and we will send them to you as soon as possible. We apologise for any inconvenience caused.

Guarantee

If you are not satisfied with any of the goods enclosed please return them to us using this sheet and we will process them as soon as possible. A cut off self-addressed label is attached for you to use – please ensure you attach the correct postage.

Please note however:

We cannot accept returned items that have been worn or washed or customer damaged.

How to return goods

Please fill in the form below completing all possible details. Any additional comments are often very helpful and we like to know your thoughts on our products.

Please fill in the form overleaf if you require exchange goods.

Please enclose any payment for exchange goods that cost more than those you are returning.

Use the cut out label and attach the correct postage.

When sending a return parcel to us, the parcel is your responsibility until it reaches us; we recommend therefore that you obtain proof of postage from the Post Office. We will of course, give a full refund for faulty goods and refund any reasonable postage costs incurred in returning them to us.

THANK YOU FOR YOUR CUSTOM.

CUSTOMER NAME

ACCOUNT NUMBER

ADDRESS (First Line)

POSTCODE

TELEPHONE

ITEMS RETURNED

DESIGN	COLOUR	SIZE	QUANTITY
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P.T.O. FOR ITEMS REQUIRED IN EXCHANGE

REASON FOR RETURN (PLEASE CIRCLE APPROPRIATELY)

- | | |
|-------------------|--------------------|
| UNSUITABLE | WRONG ITEM SENT |
| | INVOICED CORRECTLY |
| DON'T LIKE COLOUR | NOT ORDERED |
| | INPUT ERROR |
| DON'T LIKE FIT | FAULTY |
- PLEASE TICK ONE OR MORE OF THE FOLLOWING ACCORDINGLY:

- PLEASE REFUND ME FOR THE ABOVE GOODS
I PAID BY CREDIT CARD / DEBIT CARD / CHEQUE
- PLEASE LEAVE MY ACCOUNT IN CREDIT
- PLEASE SEND EXCHANGED GOODS LISTED OVERLEAF
- I ENCLOSE A CHEQUE FOR £ _____
- PLEASE CHARGE MY CREDIT CARD

COMMENTS

A nominal postage charge will be added to your invoice when it is processed for any exchange goods that we send out. Please see our standard postal charges on the CH Terms button on our home page www.caritahouse.com and please add the relevant amount to any cheque that you are posting to us.

Your Certificate of Posting

Items addressed to:

Carita House
PO Box 8211
Bakewell
DE45 9BE

Accepted by:
Post Office Counter
Datestamp



Please ensure this is stamped as proof of posting

To
Carita House
PO Box 8211
Bakewell
DE45 9BE

Please
Affix
Correct
Postage



