

## Returns Policy

**Faulty Goods:** If the item appears to be faulty you will need to return it to us so we can send a replacement product/issue a refund. After 6 months of receipt of the item we cannot accept faulty goods back, so you will need to contact the manufacturer directly.

**Unwanted Goods:** You can return an unwanted product within **14 days** of the date on which you received it and we will refund you any money (excluding original delivery costs) which you have paid us for that product. Please note that items must be "as new", in a re-sellable condition and in the original packaging.

**Postage: We strongly advise that items are sent in a track-able method as we are not responsible for non-received goods.** We recommend the Royal Mail 'Signed For' service. The cost of returning items is the responsibility of the customer – there are some exceptions, please email for details. If returning an order via courier (e.g. Parcelforce, DHL, UPS, Fedex etc) please contact us **BEFORE** sending.

## Returns Procedure

Please contact us **BEFORE** you return any item to ensure your return is not refused or returned to you.

Returned items must be sent accompanied by this form to the following address:

CuteBitz Returns  
PO Box 929  
Horsham  
West Sussex  
RH12 9LY

## Your Details

**Full Name:**

**Phone Number:**

**Email Address:**

**Invoice Order Number:**

**Your Postal Address:**

or

**Amazon Order Number:**

**Date Order Received:**

**Returns Number:**

## Details Of The Goods

**Item Description:** .....

**Reason For Return:**  Faulty  Unwanted  Wrong Item Ordered  Wrong Item Received  Other

**If The Item Is Faulty Please Include A Description:** .....  
.....

**Would You Like Us To:**  Issue A Refund  Send A Replacement  Send Alternative Product

**Additional Comments:** .....  
.....

Please write overleaf if more room is required for any section.