

Returns Form

Returns Address: C&H Web Returns, Marlborough Street, Brighton, BN1 3EE

*Please supply the requested information below and enclose this form with your returned goods. **Returned items must be unused and in original, unopened packaging.***

Order Number:

Customer Name:

Date of Order:

Code / Description of Item to be Returned:

Quantity:

Reason for Return:

Please read the information overleaf before returning your goods.



RETURNS TO STORE: Take the item to any C&H store (excluding C&H Concessions) with this completed Returns Form. Your refund must be given on the card originally used for payment.

RETURN VIA YOUR OWN COURIER: Package the item securely and enclose the completed returns form. Send to the address on the front of this form. Your refund will be processed once received by our returns department. The cost of return will not be refunded.

RETURN VIA OUR COURIER: Contact 01273 764299 or orders@candhfabrics.co.uk and our returns team will arrange for pick up. Package the item securely and enclose the completed returns form. There is a charge of £9.99 for this service which will be deducted from your refund. Your refund will be processed upon receipt at our returns department.

If your goods are faulty or damaged when you receive your order, you must inform us within 7 working days. We will replace faulty items free of charge but may require proof of damage, or for the items to be returned to us for verification.

Please note Special Order Fabrics and PVC Tablecloths, Knitting Patterns and Books, Sewing Patterns and C&H Gift Vouchers are non-refundable unless damaged or faulty. Fabrics and PVC tablecloths cut from stock will only receive a 50% refund as they have been cut to order from a roll and as such, can only be resold as a half price remnant.

Please note initial delivery charges are non-refundable except in the case of faulty/damaged goods.

