

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.

Order Number:

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 Windsor Concession) with this 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 goods received by our returns department. Returns cost not refunded.

RETURN VIA OUR COURIER: Contact our returns team at Briweb@candh.co.uk who 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 but may require proof of damage, or for the items to be returned to us for verification. When we have agreed that the item is faulty, we will be happy to replace it and refund any carriage costs incurred to replace the item.

Please note special order fabrics and PVC, knitting patterns and books, sewing patterns and gift vouchers are non-refundable unless damaged or faulty. Cut length stock fabrics and PVC cloths will only receive a 50% refund as they have been cut from a roll and as such, can only be resold as a half price remnant.

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