

WILLOW DIRECT

IMPORT & WHOLESALE OF THE FINEST BASKETWARE

GOODS RETURN FORM

Before returning any item(s) it is important that you contact the team at Willow Direct on:

01629 823885 or sales@willowdirect.com

You will then receive instructions on how to return goods.

Ref number:

Company name	<input style="width: 90%; height: 25px;" type="text"/>
Address	<input style="width: 90%; height: 25px;" type="text"/>
Contact name	<input style="width: 90%; height: 25px;" type="text"/>
Phone	<input style="width: 90%; height: 25px;" type="text"/>
Email	<input style="width: 90%; height: 25px;" type="text"/>

Please list all items being returned using relevant reason codes (key below).

Product code	Product description	Qty	Reason code*	Description of fault (if relevant)
Total number of products for return:			*Reason codes: A: Damaged goods B: Incorrect goods C: Not required	
Total number of boxes for return:				

Returns must be securely packaged to ensure they arrive in 'as new' condition. Please include a copy of this form with your return and retain another for your records.

For office use:

If goods are ordered incorrectly, they may be returned to Willow Direct Ltd at the buyer's expense within 14 days of receipt, provided written approval has been obtained from our customer services team. A credit note will be issued upon return. Please note that a re-stocking fee of 20% of the invoice value (minimum £10.00 +VAT) will apply, and any original carriage charges are non-refundable.