



RETURNS PROCEDURE

Thank you for ordering with us, we hope that you are happy with your purchase.

However, if you wish to return any unwanted items we offer a full refund on all purchases of stocked goods returned in the original box or unopened packaging and in the condition in which they were sold, within 30 days.

(Please refer to our Returns Policy for more detailed information about Returns, collection fees and charges relating to non stock/to Order or Special Order items).

Returns are usually processed within 14 days of receipt. However, please note that during busy periods processing may take longer.

In order for us to process your return you will need a Return Number which you can obtain from our Customer Services team on 0161 483 6256 or email sales@stephensons.com. (Goods returned to our Cash & Carry do not need a return number).

Write your Return Number in the relevant box below along with your name and the number of boxes you are returning and include this form with the goods that you are returning to us.

PLEASE NOTE : WITHOUT A RETURN NUMBER WE WILL BE UNABLE TO PROCESS YOUR RETURN

It is very important that you obtain a valid Return Number from us before goods are returned as we reserve the right to dispose of goods sent to us without a valid Return Number and you will not be credited with the value of the goods.

STORE RETURNS

You can also return items to our Cash & Carry at 161 Buxton Road, Stockport, Cheshire SK2 6EQ.

You do not need a Return Number if you return goods to Cash & Carry.

CUSTOMER NAME:	<input type="text"/>
RETURN NUMBER:	<input type="text"/>
Number of Boxes:	<input type="text"/>
Reasons for Return (Please circle one)	
1 Wrong Item Ordered	4 Item not as pictured
2 Wrong Item Sent	5 Other; Please write a short reason below;
3 Arrived Damaged	_____