

## Flecktarn.co.uk RETURNS FORM

Please fill out the following information:

Your Name:

Your Address:

Invoice Number (this can be found above the date):

Item(s) you are returning:

( ) tick if the item is faulty

Item(s) you want instead:

( ) tick for refund instead of replacement

Please indicate your original payment method:

Visa/Mastercard/Amex ( )

Paypal ( )

Ebay ( )

Other ( )

If you indicated other, please specify: \_\_\_\_\_

Please send returns to:

BulleUK Ltd t/a Flecktarn, PO Box 1520, West End GU24 9BF, Great Britain

### Returns Terms and Conditions:

1. All returns must be accompanied by the returns form, with the Flecktarn.co.uk invoice number filled in.
2. Shipping costs for replacement packages are paid by you. The exception is if the original item was faulty or incorrect. If you paid by Paypal, we may invoice or refund you via Paypal.
3. Items must be returned within 14 days after the day of delivery in as shipped condition, with undamaged original packaging where applicable.
4. Items returned for exchange or refund must not be laundered, worn, torn, disassembled or modified.
5. Customised products cannot be returned.
6. If you are returning a faulty or incorrect item, we will reimburse your reasonable costs for the return shipping and ship a replacement where possible at no charge to you. Please contact us first, as a photograph of the fault is sufficient in some cases.
7. If the package has been damaged and products within have been damaged or are missing, please report it within 24 hours after delivery.
8. If you are returning a product from outside the UK, the return package must be clearly marked RETURN on any Customs documentation. We will not accept any additional Customs charges for returned items.
9. If you anticipate requiring more time to return an item, please contact us.
10. If we are unable to forward a refund for any reason, a Store Credit Voucher will be issued.