

The Clean Green Nappy Machine

Returns form • tel/fax 01422 847733 • email admin@cleangreennappy.co.uk

Please re-pack your goods and return them to us via a postage method which is tracked and insured. For details visit www.royalmail.com. If the goods are being returned due to a manufacturing fault, or an error in our packing your order which resulted in an incorrect item being sent to you, we will refund this postage on receipt of the package. Please send the package to: Returns, The Clean Green Nappy Co Ltd, 2 Croft Mill, Albert Street, Hebden Bridge, HX7 8AH. **Please fill out this form and include it with the parcel.**

PLEASE NOTE THAT TOTS BOTS FAULTS HAVE A SEPERATE RETURNS POLICY FOR FAULTY ITEMS - PLEASE PHONE US ON 01422 847733 FOR DETAILS.

For orders where you have changed your mind or ordered the wrong thing, we will not be able to refund postage costs, and will have to charge for any further despatch costs for exchanges. If the liability is ours, we will of course cover these costs.

OFFICE USE ONLY

Received		Processed	
Notes			

Your details

Name	
Address	
Post code	

Order details - please complete as fully as possible

Order no	
Approx order date	
Please enter your phone and email address below, in case we need to contact you with any queries	
Telephone	
Email	

Reason for return

<input type="checkbox"/> Faulty goods	<input type="checkbox"/> Incorrect items - this isn't what I ordered	<input type="checkbox"/> I've changed my mind	<input type="checkbox"/> I ordered the wrong thing (please tick appropriate)
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Please give further details in the box below - include the product you ordered, and if applicable, what you are exchanging it for.

Faulty goods	Please include details of faults. NB for Tots Bots nappies, a separate faults procedure is in place - call 01422 847733 for details
Incorrect items	Please include details of what you ordered and what you received
Changed my mind	Please give full details
Ordered wrong thing	Please give details of what you ordered, and what you would have liked to order.

Next actions - I would like

<input type="checkbox"/> An exchange	<input type="checkbox"/> A refund
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(please tick appropriate)

CUSTOMER signature		CUSTOMER name	
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By signing this form I agree that if any further charge is to be made to my order due to my liability for postage and packaging costs on an exchange, or a higher value of goods being requested in exchange, then any existing card details that The Clean Green Nappy Co holds for me, may be charged for these costs.