

Returns Form for Website Orders

Please fill in this returns form and return it with your items. Please refer to our website for our returns policy at www.goytmill.com/webreturns. This form is for orders placed on our website only.

Faulty or Incorrect Items

Please contact us first before returning your item.

Order Ref: I/R _____ (Please also write this on the label below too)

This is the number beginning with I/R next to the barcode on your despatch note or invoice.

Name on Order: _____

Contact No: _____

Date of Order: _____

Product Code	Description – Including Colour and Size	Quantity	Reason Code

Want an exchange? Order it now from GoytMill.com and we can process your order and get it out to you faster. We will then refund your returns when we receive them.

Reason Codes	
A Damaged or Faulty	E Too Small
B Incorrect Item Received	F Too Big
C Incorrect Size Received	G Unsuitable
D Incorrect Colour Received	H Late Delivery

I would like a Refund Credit Note (Please tick)

Where payment has been made with a Gift Voucher or Credit Note the refund will be made back via the same method.

Payment Method By Card on website By **PayPal** By Card over Phone Gift Voucher

Please note: If you select refund it will be made back to the original payment method **within 30 days** of us receiving the return back in our warehouse.

Returns are to be made within 14 days from the day of delivery. Items must be securely packaged and labels or stamps must not be attached to the product or the products packaging otherwise we will deduct a 25% charge from your refund to repackage or discount the item as we cannot resell the item as new. The cost of returns is down to you, the customer, if the item is bulky or heavy please try Parcel2Go.com for a competitive quote and compare it to Royal Mail before sending the item back. Please ensure you insure the goods while they are in transit as we will not be held liable if the items get damaged or go missing while they are being returned to us. We recommend you use a trackable/signed for service.

Attach this to your parcel

**GOYT MILL SADDLERY WEB RETURNS
UPPER HIBBERT LANE
MARPLE
STOCKPORT
CHESHIRE
SK6 7HX
UNITED KINGDOM**

REF: I/R _____