

IMPORTANT INFORMATION

You must obtain a Returns reference number before returning this form. Without this number your refund will NOT be processed. If you do not have a Returns reference number, you should email BathEmpire Customer Services: returns@bathempire.com In order for a return to be processed all sections in white must be completed in FULL. Sections shaded in grey are for office use only.

ITEMS MUST BE RETURNED IN GOOD CONDITION TO:
Unit 10s, 42 Bayton Road, Bayton Road Ind. Estate, Coventry CV7 9EJ

Name	
Address	
Internal order number	
Web order number	
Date order was delivered	/ /

**** Failure to complete all of the above sections will incur a 10% re-stocking charge ****

Part number(s) of item(s) being returned	OFFICE USE ONLY			
	RTS	LOCATION	MANDAM	CARDAM
1.				
2.				
3.				
4.				
5.				

Date return was received	/ /
---------------------------------	-----

Reason for return In order to qualify for a refund a detailed explanation must be given. If faulty, the fault needs to be clearly explained in detail. The word 'faulty' alone is not acceptable.	
---	--

Returns number (Issued by BathEmpire)	RTN
--	------------------

OFFICE USE ONLY

<p align="center">REFUND</p> <p><input type="checkbox"/> Full refund</p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/> Admin Fee</p>	<p align="center">REPLACEMENT SENT</p> <p align="center"><input type="checkbox"/></p>
---	--

In order to qualify for a refund on any items being returned that are not faulty, all items must be returned unused, in good re-saleable condition, including original, undamaged packaging, with a copy of the invoice.

BathEmpire reserves the right to refuse any refund if the returned goods do not meet the above conditions. We advise you to take out insurance for the return delivery, as items not received in re-saleable condition will not be eligible for either exchange or refund. If we do not have a suitable replacement for a faulty item, we will refund you the cost of the item, less the actual delivery cost and a re-stocking charge (equal to 10% of the order value).