

Thank you for your recent order that is now enclosed; we hope you are completely satisfied with it. Please examine your goods to ensure that they are in good condition and what you ordered; they are supplied to you with a moneyback guarantee if you contact us within **14 days**.

If for any reason you want to return an item for refund or replacement then telephone our **CUSTOMER SERVICE TEAM NOW on 0203 455 0485** They will discuss any problem you have with your goods and will issue you with a code (RAC) that will be needed when returning your goods.

**RETURNS AUTHORISATION CODE (RAC)**

This number, the RAC, is essential to ensure that your goods are dealt with and receive prompt attention when they are returned back to us. Please complete all the boxes below and enclose this document in your parcel

**RAC No**

Please note RAC is needed or your item/s will be returned to you.

**Customer No**

55707

**Order No**

OR172663

**Item(s) Being Returned**

**REASON FOR RETURN, please tick:**

**Faulty**

- Missing Parts
- No Instructions
- Damaged

**Incorrect Product**

- Wrong Size
- Wrong Item
- No Longer Required

**Other Reason**

- Not As Advertised
- Not Working as Expected
- Other:

**WHAT DO YOU WANT US TO DO, please tick:**

- Exchange, for one of the reasons ticked above  
Notes (Size, colour etc) \_\_\_\_\_
- Refund purchase price (only possible within guarantee period)

**RETURNS TERMS AND CONDITIONS**

- Goods must be returned unused and in a re-saleable condition.
- You must complete this form fully and include it in your parcel.
- If goods are faulty or damaged in transit we will refund postage (up to the value of £10).
- You should obtain a certificate of posting, free from the Post Office.
- Pack the item carefully, preferably in it's original wrapping.

**Return address: Stauer Customer Returns, DRMG House,  
Cremers Road, Sittingbourne, Kent ME10 3US**

**INSURANCE:** For your own security and peace of mind, we recommend you obtain a certificate of posting from the Post Office. This is free of charge and will insure your parcel for up to £50. If the item is worth more than £50 you can take out additional insurance with Royal Mail.

**CUSTOMER DECLARATION:**

I have read and completed this form and understand and agree to be bound by your Terms and Conditions stated above.

**SIGNED:**

Date: / /