Returns Form

It is important that we have your full address and your daytime phone number. Please provide us with your email address so that we may update you on the progress of your returns.

1 Your details (block capitals please)

Name _____

Address _____

_____

_____

Daytime Tel no _____ Postcode _____

Email _____

Order Number _____

2 Details of the item(s) you are returning

#	Code	Description	Qty	Size/Colour	Price
1.					
2.					
3.					

3 Tell us what would you like to do:

Exchange 1. for: _____

Exchange 2. for: _____

Exchange 3. for: _____

Replace 1. – Reason: _____

Replace 2. – Reason: _____

Replace 3. – Reason: _____

Refund 1. – Reason: _____

Refund 2. – Reason: _____

Refund 3. – Reason: _____

4 Repack your returns in their original packaging, enclosing this form.

5 Post to: Strawberry Tiger, PO Box 50946, London, E4 9UW

Please obtain proof of posting as we cannot be responsible for goods not received.

No–quibble Guarantee
We want you to be delighted with your purchases from Strawberry Tiger Ltd so most of your purchases come with a 90 day, no quibble guarantee - see returns policy for details

Please note: Personalised items can only be returned or exchanged if faulty.

All returns must be received by us complete.

Customer Receipt of Goods
We recommend that all goods are checked on receipt as no liability can be accepted by Strawberry Tiger Ltd for any costs incurred as a result of using faulty or incomplete products.

Claims for lost outgoing parcels to you cannot be made until enough time has passed to allow for delays in the post, generally 10 working days for mainland UK.

Problems
If you have any problems with an item you've purchased, please make sure you have read all the instructions supplied with it in the first instance. This is often the best place to start if you're not sure you've set it up right, or if you can't get it to work as expected.

If the instructions are not clear, then check for the manufacturer's technical help line number which is usually supplied with the instructions as they are the best people to help with in-depth knowledge of their own products. If you still remain unsatisfied, feel free to contact us.

Refunds
Items returned for refund have to be credited back to you either by cheque or in the manner that you paid for them so refund cheques will be posted to you and credit card refunds will show up on your next card statement. We process these as soon as possible, generally within 14 days of receipt.

Return Conditions

1. Goods should be returned within 90 days of receipt.
2. We are not able to accept returns of assembled furniture, personalised items, books, CD's or videos (where the seal has been broken).
3. In the unlikely event that goods arrive faulty or damaged, or develop a fault within a short period of time, please contact us immediately so that we can replace or repair them in accordance with your statutory rights.
4. Goods must be returned 'AS SOLD' (with the the original packaging) and with all components and accessories.
5. Goods must be complete, unused, and in 'AS NEW' condition (eg if you have opened the box to examine the product it must have been done so without damaging the box and packaging or damaging the product in any way) and must be re-packaged as received.
6. These conditions do not affect your statutory rights. If you need any help,pleaseemail us at enquiries@strawberry-tiger.co.uk or call 020 8531 7060.