

RETURNS FORM



Name & Order No

Daytime Tel No

Thank you for ordering from the Healthy Back Bag® Company. Please use this form if you need to return any bag, telling us the reason for return as this really helps us do better for next time. We are happy to refund or exchange your order within 30 days of receipt. Returns are accepted providing they are unused, complete with tags, and in original plastic protective packaging. Please note we do not refund carriage charges.

To return an item:

1. Complete this form
2. Place the bag(s) together with this form in the mailer bag in which your order arrived. Reseal the bag.
3. Tape the return address label below over your address on the mailer bag and post it back to us.

We recommend you obtain a Certificate of Posting from your post office. Please allow 7 working days for returns to be processed once they reach us and a further 3 days for a refund to appear in your account. If you are exchanging goods for items of a higher value please ensure we have your **telephone number** so we can call for further details.

Tel: 020 7812 9800 Fax: 020 3076 1138
Website: www.thehealthybackbag.co.uk Email: info@thehealthybackbag.co.uk

I am returning the item(s) below:

Item code	Item Name	Size	Colour	Reason code	Refund (R) or Exchange (E)	Value
TOTAL VALUE OF RETURNED GOODS						

REASON CODES:

1. Too big 2. Too small 3. Fabric not as anticipated 4. Not keen on the colour 5. Wrong item sent
6. Faulty item sent 7. Other (pls specify)

Please send me the item(s) below in exchange (pls note that carriage charge is £5.50)

Item code	Item Name	Size	Qty	Colour	Value
CARR	Carriage charge				£5.50
TOTAL ORDER VALUE OF EXCHANGE GOODS					

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RETURNS

THE HEALTHY BACK BAG COMPANY

90 DE BEAUVOIR ROAD, LONDON N1 4EN