

RETURNS FORM



Your Name:

Order No:

Daytime Tel No:

Email Address:

AmeriBag UK Ltd t/as
The Healthy Back Bag Company
Unit 30 De Beauvoir Block
92-96 De Beauvoir Road, London
N1 4EN

T: +44 (0)20 7812 9800
www.thehealthybackbag.co.uk
info@thehealthybackbag.co.uk

Thank you for ordering from the Healthy Back Bag Company.

Please use this form if you need to return any bag, giving us the reason for return, as this really helps us do better 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 protective plastic packaging. **Please note we do not refund carriage charges, but we will despatch exchanges free of charge.** (UK only).

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.
3. Tape the return address label below over your address and post it back to us.

We recommend you obtain a Certificate of Posting from your post office. Please allow 5 working days for returns to be processed once they reach us and up to 3 days for a refund to appear in your account. If you are exchanging for items of a different value please ensure we have your **telephone number** so we can call for payment details.

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 -- please detail **below**. Comments and feedback always welcome:

Please send me the item(s) below in exchange (no carriage charges apply within UK)

Item code	Item Name	Size	Qty	Colour	Value
TOTAL ORDER VALUE OF EXCHANGE GOODS					

Please don't hesitate to contact me if you have any concerns or queries, I am very happy to help.

Kind regards,

Karen Diffin, Customer Services Coordinator **karen@thehealthybackbag.co.uk T: 020 7812 9800**

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Attn: Customer Service Dept (R)