

BonneBombe Returns Form: - last amended 02.03.18

You have the right to change your mind and cancel your order (*) starting from the moment you place your order and up to 14 calendar days after receipt of all items in the order, this is called the "cooling off" period. If you wish to return any items included in this order, then you must return them to us within this cooling off period or advise of your intention to return.

After giving notice of return you then have 14 days to return the goods, please note, you are responsible for the cost of returning the goods. The returned item is your responsibility until it reaches us so for your own protection we recommend using a recorded delivery service that insures you for the value of the goods. i.e. Royal Mail recorded delivery.

If you are requiring an exchange but time is limited, it is advisable to place a new order and return the first item for a refund

We will refund the value of the goods plus original postage (if applicable) within 14 days of receipt of goods or evidence of return i.e. proof of postage receipt from the post office. If your original order qualified for free delivery and the returned item(s) reduces the order total to below the qualifying amount, we reserve the right to deduct our standard delivery charge from any refund. Additionally, if you chose to upgrade delivery to a more expensive means we are only obliged to refund the cost of our standard delivery option available. Additionally, if you do not return the goods in time, refuse delivery or fail to collect attempted deliveries we are entitled to charge you for our direct costs of recovering the goods or re-delivery if required.

You have an obligation to take care of the goods and to only handle them the same as it would be if assessing them in a shop. You **must not** remove any wrapping, labels or tags, they are attached in such a way to allow adequate viewing of items. All goods being returned must be unused and not damaged. We have the right to refuse or make a deduction from any refund if you have not taken reasonable care of the goods or the value has been reduced due to them being handled more than was necessary. Examples: Removal of wrapping or inadequate return packaging. If you are returning boxed items please do not damage packaging, rip, write on or mark the box.

(*) We are unable to refund on used products as once used they cannot be restored to the same physical state as they were supplied.

In the case of personalised products or any item that has been made to your own specification, we regret that we are unable to provide a refund on these items.

Faulty or wrong item:

In addition to the above regulations you have further rights under the Sale of Goods Act 1979

Please inspect your goods carefully before use and if any items are damaged or are not what you originally ordered do not use but notify us within 14 days stating the exact nature of the fault.

Once you have contacted us please return the goods to us within a further 14 days in their original unused condition with the completed returns form below or alternatively e-mail sales@bonnebombe.co.uk to request a copy.

If you are requiring a replacement but time is limited it is advisable to place a new order and return the first item for a refund.

Once the return is received back by us and confirmed as faulty we will arrange for your replacement or refund including your return postage costs. If you have any queries or concerns regarding returns, please contact us at: sales@bonnebombe.co.uk

Name:

Order No:

Please Select a Reason for Return from Below

A	NOT AS EXPECTED	C	FAULTY / DAMAGED
B	WRONG ITEM	D	OTHER (Please advise)

<u>Item / Product Number</u>	<u>Code</u>	<u>Reason if Other</u>	<u>Replace / Refund</u>

Return Address: BonneBombe, 8 Queen Street, Deal, Kent CT14 6ET