**Returns form for online purchases with The Urban Ferret Embroidery and Print.**

We hope you are satisfied with your online purchases, but in the event of a refund / exchange being required please follow the steps below to return your order.

1. Inform us of incorrect/faulty items received on 01233 626172

2. Next to your item please mark refund or exchange and select one of the return reason codes. Please note we are only able to exchange an item for the same item.

3. If you received an incorrect item, please tick exchange.

4. Enclose this form within your parcel. Please remember to get a proof of postage receipt for your records if any discrepancies occur.

5. Please send returns to: Returns, Urban Ferret, 213 Canterbury Road, Kennington, Ashford, Kent TN24 9QH.

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| Customer name | | Customer ID | | Order Date | Order number |
| Description | Refund Exchange |  | Reason code | Reason for refund or exchang | Reason for refund or exchange code  1. Wrong items received  2. Wrong colour  3. Faulty  4. Damaged on arrival , please include Photos. |
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