

**Freepost DIRECT MAIL
RETURNS - DEPT RCB**

Customer Care Form

Dear Customer,

We hope there are no problems with the products in this delivery. However, if there are please tell us as soon as possible so that we can put it right. You can contact us in three ways:

Online: For the quickest response contact us via our website by using the appropriate customer service forms.

Post: Fill in this card and send it back to **Freepost DIRECT MAIL RETURNS – DEPT RCB.**

Phone: Please contact us on: 0333 772 9503 and a member of our customer service team will be happy to help with your query (calls cost 3p per minute plus your phone company's access charge).

For ALL forms of communication (Online, Post Or Phone), please supply the information on the back of this card. Thank you.

For ALL forms of communication, please supply the following information:

Name _____ Postcode _____ Customer No _____

Order No. _____

Item Code	Description	Quantity	Issue (please tick)		Action Required (please tick)		
			Missing	Damaged	Replace	Substitute (if can't replace)	Refund

I would like a call back to discuss the issue with this order. My phone number is _____

*Please note, if a replacement/ substitute is not available we will automatically refund you.

If you have received one or two products by mistake, please keep them with our compliments – there is no need to contact us. If you have received a completely duplicate order, we'd be grateful if you could return it to us using the FREEPOST address on the front of this card and mark the package 'DUPLICATE' .