



Wineware Racks & Accessories Ltd.  
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## CUSTOMER RETURNS FORM

### Unwanted Item/s

There is no need to worry if you have had a change of heart with your purchase, just call Wineware on 01903 786148 within 30 DAYS of receipt for a full refund of goods. The costs of returning unwanted goods to us shall be borne by you. Please note, that all returned goods must be in a full un-used condition, unless the item(s) are faulty or defective. Upon receipt of the goods we will give you a full refund of the amount paid or an exchange credit as required within 10 days. **Please be aware that you need to call our customer services before returning any unwanted or faulty items.** In the scenario that this is not actioned, we shall not be able to process your return.

### Faulty Item/s

Any products that you have received with a defect or are received in error from Wineware Ltd, we will be happy to fully reimburse your costs for returning it to us. Please note that, if you have a handmade glass/crystal item, it may contain small bubbles and imperfections, which are not normally present in machine made glass. This is a natural occurrence in the manufacture of handmade mouth blown items. **Please notify our customer service team within the first 7 days from receipt of your order, of your intention to return your faulty goods.**

Name	Billing Post Code	Order Number	Order Date	Contact Phone Number	Email Address
				Home: Mobile: Work:	

## RETURNED PRODUCTS

Item/s	Quantity	Reason For Return	Replacement or Credit?

## NEW DELIVERY INSTRUCTIONS FOR REPLACEMENT GOODS

Delivery Address:       Contact Phone Number:
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Delivery Instructions:       
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**If additional payment is required, we will contact you for payment details**