

CUSTOMER RETURNS FORM

Unwanted Item (s)

If you have had a change of heart with your purchase, call Wineware on 01903 786148 within 28 DAYS (Christmas presents purchased after 1st November are exchangeable until 22/01) of receipt for a full refund or to exchange your 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 to the value of the goods or an exchange credit as required within 10 days. 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, 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 Numbers & Email Address
				Email: Mobile: Home:

RETURNED PRODUCTS

Item (s)	Quantity	Reason For Return	Replacement or Credit?

NEW DELIVERY INSTRUCTIONS FOR REPLACEMENT GOODS

Delivery Address:	Delivery Instructions:
Contact Phone Number:	

We will contact you if additional payment is required.