

# eco-craft

Suppliers of Recycled Paper Since 1991

## Return Form

Order No.

Customer Name

Address

To

**Returns  
Eco-Craft LTD.  
Unit 17A C.E.C  
Mill Lane  
Coppull  
PR7 5BW**

Order No.



### How to Return Items

We recommend using a form of tracked or special delivery postal service to ensure the package arrives safely. Goods must be returned in resaleable condition, packed in a similar manner to the original shipment.

### Non-Returnable Items

Special/Made to Order products are non-returnable. In the unlikely event that your order is faulty or damaged, please contact us on 01257 792025 before completing this form.

### Refunds

Refunds will be made against the original payment method and will be issued as soon as possible. Please allow up to 7 working days during busy periods.

### Faulty Items

We do our best to manufacture the highest quality products, unfortunately faults do sometimes occur. To resolve these issues as quickly as possible it may not be necessary to complete this returns form. For this reason we ask you to call us on 01257 729025 before completing this form, and we can advise on the best course of action.

To review our returns policy please see our website.

SKU (Product Code) <i>e.g BX40</i>	Product Description <i>e.g Rectangular Box</i>	Colour <i>e.g Duo Brown</i>	Reason For Return (Please Tick)			
			Faulty Item	Incorrect Item Ordered	Incorrect Item Received	Other (Please Specify)

### Office Use Only

Date Received DD/MM/YYYY

Products Checked DD/MM/YYYY

Refund Issued DD/MM/YYYY

Replacement Sent DD/MM/YYYY