

# The Online Shopping Company

## Product Returns Form

**To help us process your returned order quickly, please complete the following information and include it with your returned items:**

Your Name:

The name used to place the order:

Website used to place the order:

Order/Invoice No.:

Description of the goods being returned:

I am returning this order because:

I am returning this order for:

Replacement

Exchange

Refund

I confirm I have read and agree to the terms and conditions at

[www.the-online-shopping-company.co.uk/terms.html](http://www.the-online-shopping-company.co.uk/terms.html)

Name:

Signed:

Date:

**Please note:**

- We can only credit the card/bank account used to place the order.
- The goods must be returned at your expense within 7 days of signing for delivery
- We can not accept returns of personalized items.
- Goods must be returned in the condition you received them.
- We recommend you use an insured signed for courier service giving you proof of delivery and allowing you to make a claim should any items be damaged in transit.

**Official Use Only**

Received Date:

Received By:

Processed By:

Approved: Yes/No

Date:

**Returns Address:**

The Online Shopping Company Limited, 4 Parkside, Potters Way, Southend On Sea, Essex. SS2 5SJ.