



Customer Returns Form

This form must be completed and sent with the product for us to process your request.
Item must be sent via royal mail first class recorded delivery, or if the package is larger, a trackable courier service (not special delivery).

Please include a copy of your invoice.

We will only reimburse the cost of returning goods to us in circumstances where we are at fault or the item is faulty.

Name: _____

Original Invoice Number: _____ Invoice Date: _____

Site Login E-Mail address _____

Contact telephone number _____

Product: _____

Description of Fault: _____

G.R.N. (Goods Return Number, e-mail us for your G.R.N) _____

If your item(s) is sent back to us within 30 days from purchase, you are entitled to a refund. If you prefer a replacement item please advise us of the product and code number below:

The item(s) should be sent back in their original packaging with all the original accessories that came in the box and make sure that it is adequately insured and well packaged.

Please attach a copy of the original Invoice and send the package to:

Returns, Switch to Wood,
Unit 4,
Firsland Park Estate,
Henfield Road, Albourne,
Hassocks,
West Sussex,
BN6 9JJ

Switch to wood will refund the card you originally made the purchase with.

Please note: If the above is not completed, your return will not be processed and failure to contact us within 14 days may result in additional processing costs.

Switch To Wood Use Only

Return Number:

Date Received:

Action / RAN Number:

Returns, Switch to Wood Ltd.,
Unit 4,
Firsland Park Estate,
Henfield Road, Albourne,
Hassocks,
West Sussex,
BN6 9JJ