

Return for a Refund

Please feel free to return any unwanted items for a refund within 14 days, providing the item is unused, labels intact & is in the original packaging. Your account will be credited on receipt.

Some items are not refundable as stated in their product information.

For replacements items please reorder again online (This form is only used for refunds)

RETURN ADDRESS - You can use the peel of label from the invoice with the 'Josens' address (Customer is required to pay for returns cost)

Please fill in the following details and enclose with the returns.

NAME	ADDRESS & POSTCODE
DATE OF ORDER	
ORDER NO	
TOTAL NUMBER OF ITEMS RECEIVED	
NUMBER OF ITEMS RETURNING	

PRODUCT CODE	DESCRIPTION	REASON FOR RETURNING
1.		
2.		
3.		
4.		

PLEASE TICK THE RELEVANT BOXES TO HELP US MONITOR & IMPROVE SERVICES					
	POOR	AVERAGE	GOOD	BRILLIANT	COMMENTS
DELIVERY TIME					
DELIVERY CHARGE					
PRODUCT PRICE					
RANGE OF CHOICE					
EASE OF USE					
PRODUCT DESCRIPTION					
MEASUREMENT GUIDE					
TELEPHONE SUPPORT					
OVERALL SERVICE					

HAVE YOU ORDERED ONLIVE WITH US BEFORE - ANY OTHER COMMENTS

RETURN ADDRESS –

**JOSENS
25 HARPUR STREET
BEDFORD
MK40 1LA**