

Returns Form

If you would like to return your product(s) please enclose this form and return your order to us using the free returns label within the package. For US/Canadian orders, please contact us via email for your free returns label.

- this form must be filled out and included along with your return.
- items should be returned within 14 days as per our Terms & Conditions.
- products returned must be unused and in original packaging for a full refund (except products under the 30 night sleep guarantee).
- items must be appropriately packaged for delivery, preferably in original delivery packaging.
- once received, items will be checked, inspected and refunds will be issued within 30 days of return, if not sooner.
- if you require an exchange then please reorder the new item(s) online, over the phone or in store.

PLEASE NOTE: If you feel your product is faulty, damaged please call customer services on 01780 461 217 or email info@thewoolroom.com quoting your name and order number.

Name on Order:

Order Number: Date Returned:

Product Code	Product Name	Return Code *	Comments	Used	Unused

* return codes:

- (1) too hot (2) too cold (3) not comfortable (4) wrong colour (5) wrong size (6) wrong tension (7) wrong warmth
 selected (8) wrong item sent (9) dislike fabric (10) workmanship (11) not as pictured/described (12) faulty
 (30) sleep guarantee

☐ By ticking this box, you confirm that you would like to receive a refund for your order and that this refund complies with our terms & conditions as stated below.

RETURN TERMS & CONDITIONS

- 1.1 If you are not entirely satisfied with your purchase, you may return your order up to 14 days after the day that the goods were received. We will be happy to offer you a refund, provided that the goods are returned complete, in original condition and in their original packaging. We recommend that you obtain proof of postage when returning goods, as we cannot accept responsibility for goods lost in transit.
- 1.2 If you have opened any boxes to examine the goods this must have been done without damaging the packaging in any way, as the packaging is specifically designed for the goods and is deemed to be part of the goods. We reserve the right to reasonably refuse any returns where, owing to damage to the packaging, goods are not in a resalable condition.
- 1.3 For all returns in the Mainland UK, US and Canada we offer free returns using a drop off service which is subject to location. If you fall outside of this area you will be required to pay for your return except where the goods are faulty.
- 1.4 For reasons of health, safety and hygiene, we are unable to refund or replace any of our goods which are intended to be used in contact with skin, such as all bedding items which have been returned in a used condition, including but not limited to, removed from their original packaging, stained, covered with human hair or animal hair, smell of perfume or any other odour, or missing or damaged internal packaging. This provision does not affect your statutory rights or apply to goods that are faulty.
- 1.5 Please take care to read goods care information labels, as we will not give a refund for, or exchange, goods that have been damaged when cleaning, ironing or in the wash.
- 1.6 Any goods that have not been packed correctly and have been damaged on return cannot be exchanged or a refund given.
- 1.7 If you return your order in accordance with this section, your payment for the order will be refunded in full within 30 days.
- 1.8 If you require an exchange then you will be required to repurchase the correct product online at your earliest convenience.