

# woolroom returns form

THIS IS WHAT HAPPY FEELS LIKE

PLEASE NOTE: If you feel your product is faulty, damaged or you wish to exchange it please call customer services on 01780 461 217 or email [info@thewoolroom.com](mailto:info@thewoolroom.com) quoting your name and order number.

If you would like to return your product(s) please enclose this form and return your order to us using the address label provided below.

- this form must be filled out and included along with your return.
- items should be returned within 7 days as per our Terms & Conditions.
- products returned must be unused and in original packaging for a full refund.
- items must be appropriately packaged for delivery, preferably in original delivery packaging.
- once received, items will be checked and refunds will be issued within 5 working days.
- we recommend 'Signed For' delivery service. If you're not sure who to use try [www.parcel2go.com](http://www.parcel2go.com), a comparison service of all major courier services.

your name: .....

order number: ..... date returned: .....

product code	product name	return code*	comments	(tick one) return   exchange	

\*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

## woolroom

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