

Please see page 2 for our Returns Policy and Returns Address

Office Use – Date Received

Customer Details:

Original Order ID		Customer Address <i>(as on Payment Details)</i>	
Order Date			
Your Name <i>(as on credit/debit card details)</i>			
Daytime Tel No			
Mobile No			
Email Address		Post Code	

Please note we can only exchange items if the new item is the same price. Otherwise a replacement item should be ordered from bbshopni.org and a refund will be issued as per details entered below.

Item(s) Returned: Please complete all fields below to ensure your refund is not delayed.

Description of Product being Returned	Date Purchased	SKU <i>(Item code)</i>	QTY	Unit Price <i>(£'s)</i>	Total Price <i>(£'s)</i>	Tick if Exchange Required	VAT Portion <i>£'s (Office Use)</i>
TOTALS							

IMPORTANT! REFUND PAYMENT WILL BE MADE ACCORDING TO YOUR ORIGINAL METHOD OF PAYMENT

New Item Order (Exchange Details)

Description of NEW Item(s) Required	SKU <i>(Item code)</i>	QTY	SIZE	COLOUR <i>(if different from returned item)</i>	Unit Price <i>(£'s)</i>	Total Price <i>(£'s)</i>	VAT Portion <i>£'s (Office Use)</i>
TOTALS							

If your returned item was faulty please note down the details of the fault here.

The BB Shop Returns Policy

If you are not completely satisfied with your purchase, simply return it to us **within 28 days of receipt**. The BB Shop will be happy to provide you with a full refund or exchange providing the monetary value is equal. For Example, if you order a garment that proves to be the wrong size, you can exchange it for another size if the new size is the same price as the original purchase. Otherwise please order again at bbshopni.org This does not affect your statutory rights.

- A Returns Procedure form can be downloaded and returned with the item(s) indicating the reason for return;
- All items must be returned 'as sold' in a resaleable condition, unworn, in original packaging with all swing tickets attached. If a returned item fails to meet any of these requirements The BB Shop cannot accept the item back for refund.
- We regret that no postage or carriage can be refunded for returned items.
- Goods that have been worn cannot be refunded unless they are faulty.
- The BB Shop cannot be held responsible for return parcels lost in transit. It is the responsibility of the sender to ensure that parcels are:
 1. Adequately packed for transit
 2. Adequately insured for loss/damage in transit
 3. Returned with the correct postage paid.
- The BB Shop suggests you retain a proof of posting for all returned goods.
- In the case of refunds, money will be refunded once the goods have been inspected and cleared for refund.
- **Refunds will be made in accordance with the original method of payment.**
- You may arrange to return items personally to The BB Shop at the address above. In this case goods should be securely packed with the returns form completed.
- If you require a replacement item and do not qualify for an exchange, you can order the replacement at bbshopni.org at any time. You do not need to wait until we receive your returned item.

Exchanges

- The BB Shop may be able to supply you with an exchange item in some instances (please telephone 02890 324853 to confirm). Otherwise a refund will be issued and the new item should be ordered again at bbshopni.org Items returned for exchange must comply with all the conditions outlined above regarding being in a saleable condition.
- Items for exchange may be returned to us in person or by post. Please ensure that the returns form is completed in full to speed up processing your exchange.

Faulty Goods

We try to ensure that all goods supplied by The BB Shop are of the highest quality. However, goods that are faulty outside of normal expected wear and tear, should be returned un the returns procedure listed above.

- A copy of the returns form can be downloaded from our website bbshopni.org
- **Please note: all returns must be returned in a clean condition.**
- In the case of faulty goods, The BB Shop will refund or replace the item and refund you original dispatch and return costs.
- **We suggest that you get a proof of posting receipt from the Post Office or Courier for all items returned to us. You should also take out adequate postal/courier insurance to cover loss or damage to the gods in transit. The BB Shop cannot accept responsibility for items that go missing or damaged in transit.**

Returns/Exchange Address:

The BB Shop (RETURNS) 14 May Street, BELFAST, BT1 4NR

For Office Use Only:

Quality Check	Acceptable <input type="checkbox"/>	Not Acceptable <input type="checkbox"/>
Refund Approved <input type="checkbox"/>	Goods Exchanged <input type="checkbox"/>	Refund Completed <input type="checkbox"/>
Stock Added Online <input type="checkbox"/>	Stock Removed Online <input type="checkbox"/>	
Date Processed	Initials	

Office Queries/Notes