



Returning Your Goods

1. Please complete this form in full and enclose it with your parcel.
2. Please return to: Grindstore Ltd, 2 Heath Drive, Holt, Norfolk, NR25 6ER, UK
3. Please also provide us with the following information (failure to do so may mean that we cannot process your return):

Name:

Telephone Number(s):

Email Address:

Order Number:

4. Please ensure you return the item/s to us in it's original condition. (i.e. no animal hairs, marks or chips) and packaging within 14 days of receipt. Please note we cannot accept returns for hygiene reasons on underwear, swimwear, body jewellery and earrings. We can only accept returns on cosmetics and hair dyes if they are returned in their original packaging and sealed.
5. The parcel is your responsibility until it reaches us. We therefore advise you to send it back to us using a delivery service that insures you for the value of the goods. We recommend obtaining proof of posting from your post office when sending back your parcel.
6. If you have any other queries regarding returns or your order has been received incorrectly, damaged or faulty please contact customer services first before returning your goods. Please quote your order number when emailing contact@grindstore.com or give us a call on 01263 713 417 during our office opening hours (9.00 - 17.00, Monday to Friday)

Items I am returning:

Returned Item (Title)	Reason Code	Refund or Exchange?	Please state size, title and stock id for exchanges or explanation of fault
e.g. Tuxedo T-Shirt	1	Exchange	Please exchange for a medium

Reason Codes - please enter one of these numbers into the reason box above:

- | | | |
|-------------------------|---------------------|--|
| 1. Doesn't fit | 4. Wrong item sent | 7. Not what I expected |
| 2. Poor product quality | 5. Unwanted gift | 8. Damaged/faulty (please enter details above) |
| 3. Changed your mind | 6. Arrived too late | 9. Other (please enter details above) |